Alcatel-Lucent OmniTouch *Unified Communications* 5.1
Technical Release Notes R5.1.000.586

Release	**R5.1.000.586**
Revised	Edition 07 – June, 2010
Summary	Release 5.1 of Alcatel-Lucent OmniTouch *Unified Communications Application Suite* software products (Telephony services, One number services, Messaging services and Teamwork services)

Technical Communication TC1109

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About *Release Notes*

This Release Notes provides need-to-know information about **World Wide Release 5.1**. The document provides installation and operating notes, and any known restrictions/limitations. Release Notes document contains the following chapters:

What's New introduces you to Alcatel-Lucent OmniTouch *Unified Communications Application Suite* (also called Alcatel-Lucent OmniTouch UC in this document), tells you about the new features and enhancements in this release, and points you to further information.

Things You Need To Know points you to supported platforms, software environments and other information that you need to know before installing this release.

Major limitations And Restrictions describes features limitations and restrictions associated with this release of Alcatel-Lucent OmniTouch *Unified Communication*.

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In the whole document, **Linux Suite** refers to the software suite One number services/ Messaging services/Telephony services on Linux Operating System.

History of the document

Edition 1 – November 21, 2008: creation of the document, for release 5.1.000.574
Edition 2 – February 2nd, 2009: creation of the document, for release 5.1.000.581
Edition 3 – April 14th, 2009: creation of the document, for release 5.1.000.582
Edition 4 – July 2nd, 2009: creation of the document, for release 5.1.000.583
Edition 5 – October 12th, 2009: creation of the document, for release 5.1.000.584
Edition 6 – December 7th, 2009: creation of the document, for release 5.1.000.585
Edition 7 – June 1st, 2010: creation of the document, for release 5.1.000.586

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Related documents

- Alcatel-Lucent OmniTouch Unified Communications 5.1 Administration Guide :

  8AL 90221 USAB

- Alcatel-Lucent Omnitouch Unified Communications 5.1 Installation Manuals:
  - Application Suite Installation Guide

    8AL 90223 USAB
  - Client Applications Installation Guide:

    8AL 90225 USAB
- OmniTouch UC R5.1 – Trouble Shooting Guide 0041 Edition 07
- OmniTouch Advanced Communication Server 5.1 – ACS7.1.x
  - Administration guide 8AL90208USAC
  - Site Preparation guide 8AL90212USAB
  - Installation guide 8AL90213USAB
- TC1110en_OmniTouch_My_Teamwork_R5_Release_Notes_R5.1.0.574_Ed01
- TC1096en-Ed01 OmniTouch Fax Server 5.6.3.25 Release Note

Glossary

ECS: Enhanced Communication Service
OTUC: Omnitouch Unified Communication
OXE: Omnitouch Enterprise
TTS: Text to Speech
WSP: WebSoftPhone

Release policy

- **Alcatel-Lucent Instant Communication Suite R6.x is the support release of UC R5.1.**
- **Alcatel-Lucent OmniTouch UC R5.1 is the support release of UC R5.0.**

R5.1.000.586 will be the last maintenance release for R5.1. There will be no more bugfixes in R5.1 after end May 2010.

- **Alcatel-Lucent OmniTouch UC R5.1 is the support release of UC R4.1.**
- **OmniTouch UC R4.1 is phased out since end March 2009 (no more support).**
- **OmniTouch UC R4.0 is phased out since end March 2008 (no more support).**
- **OmniTouch UC R3.0 is phased out since end 2006 (no more support).**

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1 Introduction

1.1 Welcome

Welcome to Alcatel-Lucent OmniTouch UC Release 5.1

Release 5.1 (R5.1) of Alcatel-Lucent OmniTouch UC is the latest version of the world's leading products for improving real-time communication across the enterprise. This suite of integrated applications leverages your existing environment and adds capabilities to improve the efficiency and effectiveness of the individual, the team and across your enterprise.

OmniTouch Unified Communications provides unified messaging, audio and data conferencing, personal routing, instant messaging, sophisticated Softphone capabilities, universal directory access, and presence information. But what's unique about the Unified Communication suite is the ability to integrate all or some of these functions into your existing business environment and the ability to access the capabilities while away from the office from any device.

Telephony services is a powerful tool to easily manage your real-time communications at your office or on the move. It offers a Web Softphone client and a full-featured 4980 Softphone Windows™ client coupled with Microsoft Exchange/Outlook™, Lotus Domino/Notes™ and corporate Directories (LDAP). When on the move, Telephony services allows you to associate any phone: a cellular or home phone for audio or use your Multi-Media PC with Voice over IP (VoIP).

Messaging services provides message management and a single inbox for all message types: email, voice, and fax through your existing rich e-mail client including Microsoft Outlook or Lotus Notes. Further you can access your messages through a Web interface or any phone set (including emails through text to speech) making it easy to stay connected while away from the office. Messaging services also leverages Enterprise former investments in e-mail servers, in voice mail (Alcatel 4635/4645) and fax.

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One Number services provides personal routing of incoming calls based on rules set by the individual user. Such routing capabilities enable follow me capabilities and call screening according to the caller identification, time of day and location. Personal routing rules can be set up while in the office or remotely through a Web interface or through touch-tone on any phone set. One Number services is a powerful tool for mobile workers who need to stay in touch while travelling. One Number services is integrated with Microsoft Exchange/Outlook™ and Lotus Domino/Notes™.

Teamwork services enables knowledge sharing and collaboration through voice and data conferencing. Through a simple to use Web interface, employees can initiate conferences on the fly or scheduled on a regular basis including audio, video data and application sharing. Teamwork services also provides presence information and instant messaging to facilitate effective real-time team communication.

My Instant Communicator In this world of plentiful and complex communication options, My Instant Communicator is an innovative solution offer from Alcatel-Lucent which integrates all your communication needs and provides homogeneous experience across devices.
It is world's first integrated, multi media, multi session, unified communication client solution. My Instant Communicator offers easy to use integrated voice, video and data services with media blending capabilities, accessible through multiple devices, with multiple interfaces choices and openness through web services fully in line with our user centric approach. It repositions Alcatel Lucent unified communications solution as desktop real time communication manager with an attractive price proposition.
It is a software-based thick client solution and provides single, persistent communication "proxy" to desktop applications. It provides easy user interface through non-intrusive toasts, balloons, and menu options for enhanced accessibility for services /application/settings.
The solution is offered as a single user licence comprising of "Unified services" and additional services are offered as options

☞ **To get more information about the product** (product descriptions, feature list, what's new document), please consult in http://www.businesspartner.alcatel-lucent.com/
=> ***our offer/Products/OmniTouch Unified Communication Suite*** section on the Alcatel Business PartnerWeb Site (BPWS)
Select in "Documents and tools" :
"All Unified Communication products" , "In Depth Product Insight" .

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1.1.1 Get latest software release and documentation

☞ **Software** is available on the Business Partner Web Site at :

- ***Home/Support/Technical Support Telephony/Software Download/Products/ OmniTouch Unified Communications***

☞ **Technical Communications** and **that Installation manuals** are available on **the Technical Knowledge Base** at : https://www.technical-knowledge-base.com/km

- **Select Product / *OmniTouch Unified Communications / 5.x***
- **Select menu *Browse/Reference Book/Technical Bulletins***
- **Select menu *Browse/Reference Book/Installation Manuals***

☞ **Users Guides** are also available on **the Technical Knowledge Base** at : https://www.technical-knowledge-base.com/km

- **Select Product&Release *OmniTouch Unified Communications / 5.x***
- **Select menu *Browse/Reference Book/User Guides***

1.1.2 OXE related information

OXE and Applications cross compatibility information may be found on the Technical Knowledge Base. Please browse Reference Book – Cross Compatibility – More Documentation to get access to the document ***Characteristics – OmniPCX Enterprise Applications/Terminals Cross Compatibility***.

1.1.3 Software Maintenance and Support

Since OmniTouch UC R3.0, Alcatel-Lucent has enhanced its Service Offering for software solutions. All the details are available on the Business Partner Web Site at:

Home/Our Offer/Services/Support Services /Software Support Services

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1.1.4 New branding and new Licensing model

New branding:
"My Phone", "My Assistant" & "My Messaging" are no more used
We talk now about **telephony services**, **messaging services**, **one number service** and **teamwork services**

Also, from 5.0 a new license model is applied:

A single user license: **My Instant Communicator**
Instead of 4 user licenses in previous releases: My Phone, My Assistant, My Messaging, My Teamwork in the previous releases.

For more details on the new license model, please refer to the document:

Alcatel-Lucent OmniTouch Unified Communication Suite - What's New in Release 5.0
in ***our offer/Products/OmniTouch Unified Communication Suite*** section on the Alcatel Business Partner Web Site (BPWS) at URL http://www.businesspartner.alcatel-lucent.com/.
Select in "Documents and tools" : "All Unified Communication products" , "In Depth Product Insight" .

Licensing guides are also available on the Business Partner Web site

- **Select *Our Offer/eLicensing Offer/eLicensing Home***
- **Select the corresponding Licensing Guide: in the *Related Documents section***

These guides explain you the mechanism of Alcatel-Lucent OmniTouch UC 5.x licenses, how to retrieve licenses files, how to proceed when re-hosting licences...

1.1.5 Training and certification

Alcatel-Lucent OmniTouch *Unified Communication* is a part of the Accredited Premium Business partners portfolio. In order to achieve accreditation on Alcatel-Lucent OmniTouch *Unified Communication*, Business Partners must complete:

- Lab equipment: lab equipment can be bought according to general lab equipment conditions.
- Post-sales staffing and certification: This certification can be achieved through the training courses described on the BPWS, section ***Training and Certification***.

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1.2 New features and enhancements

1.2.1 What's new in Alcatel-Lucent OmniTouch UC Releases 5.x

For a complete description of Releases 5.x contents, please refer to the documents:

What's New in Alcatel-Lucent OmniTouch UC R5.1, UC R5.0.1 and UC R5.0

The sections bellow summarizes the major changes introduced in 5.1. Then the "what's new" in Releases 5.0 and 5.0.1 are presented.

1.2.2 What's new in release 5.1.000.586

Release 5.1.000.586 is a maintenance release of OmniTouch UC 5.x line. It contains only OnLine Help Update and bug fixing on : server, My Instant communicator and A4980.

1.2.2.1 Teamwork services (ACS 7.1.4.5084)

Please refer to the Teamwork release note:

TC1110-ed.04 OmniTouch My Teamwork R5.1 - Technical Release Note R5.1.000.586

1.2.2.2 Fax Server (OCS 5.6.3.31)

Please refer to the Fax server release note:

TC1096en-Ed02 OmniTouch Fax Server 5.6.3.31

1.2.3 What's new in release 5.1.000.585

- OTS logs are now stored in the {ECC_HOME}/logs/omnipcxtsa folder.

1.2.4 What's new in release 5.1.000.584

- Compatibility with **Exchange 2007 SP2** (plugin mode)
- New boot CD (version 19) for **RedHat Enterprise Linux Server 4 Update 8**
- New FAX server SAGEM version needed with RedHat EL ES 4.8.
- New High Availability version **2.0.000.7**

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1.2.5 What's new in release 5.1.000.583

Release 5.1.000.583 is a maintenance release of OmniTouch UC 5.0.x line. It contains only bug fixing.

1.2.6 What's new in release 5.1.000.582

Release 5.1.000.582 is a maintenance release of OmniTouch UC 5.0.x line

A new My Instant Communicator has been delivered.

- Now, it is no more possible to start the softphone with the MyIC.
- Softphone (A4980) and MyIC can't run on the same computer in the same time.
- The DotNet2.0 Service Pack2 minimum is required at least.

1.2.7 What's new in release 5.1.000.581

Release 5.1.000.581 is both a maintenance release of OmniTouch UC 5.0.x line and a release with new functionalities in particular in OXE support,

- My Instant Communicator
- Fax server
- IBM Sametime support.

The list of fixes, as a maintenance release, is detailed in section 5.
The new functionalities are summarized below.

For a complete description of Releases 5.1 contents, please refer to the document:

What's New in Alcatel-Lucent OmniTouch UC 5.1

Note that some of those functionalities are still in Beta test status and not yet available in this release. This is noted as a Warning on the list :

1.2.7.1 Telephony, Messaging and One Number services:

- **My IC 1.8.002.000** replaces My IC 1.7.000.003. **This is the first official delivery of : session balloon**
- Support of **OXE 9.0** interoperability (SIP switchover + SIP Update / session timer)
- Messaging Services :

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- When reading emails via the TUI, the system will play the email address of the correspondent if this one is not recognized
- When reading voice messages via the TUI, the system will play the calling number of the correspondent if this one is not recognized
- Previous greetings configuration is retrieved if the user deactivates the extended absence greeting

➢ Evolutions (Ergonomics) of My Instant Communicator on IP Touch

➢ Localization : Support of Spanish Americas TTS

➢ Help On Line updated and new language Hungarian provided

➢ New GUI languages added: - **Hungarian,**
- Traditional Chinese.

➢ New design of Teamwork services window

➢ Support of IBM Lotus Sametime 8.0 (8.01 min) at the same level of feature as previous 5.0.1 version with sametime 7.5.1, both for telephony and audio conferencing features.

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1.2.8 Major enhancements introduced in Releases 5.0.1:

1.2.8.1 Telephony, Messaging and One number services

In release 5.0.001.563:

- My Instant Communicator on PDA/PDAPhone (SmartPRS) on Windows Mobile 6
- My Instant Communicator enhancements with, in particular:
  - Merge of current phone and conference phone
  - My IC tooltip on system tray enriched
  - Specific icon for call “by skill” options
  - No more need to reboot the PC to perform My IC update (after 5.0.001.563 upgrade)
- Support of Exchange 2007 (with or without SP1) with plug-in. Plug-in supports 32 and 64 bits.

  Notes:

  - Exchange 2007 Cluster mode CCR is not supported
- Integration of audio conferencing with Sametime 7.5.1
- New components for Domino8/Lotus8 template
- Support of 64 bits servers and RHES 64 bits

  Note: OmniTouch UC runs nevertheless on 32 bits mode

In release 5.0.001.566:

- New GUI language: Czech
- New TUI language: Spanish LATAM
- String updates in Chinese and Korean

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1.2.9 Major enhancements introduced in Releases 5.0:

1.2.9.1 Telephony, Messaging and One number services

- Cross product compatibility
  - OmniPCX Enterprise
    - Compatibility with OXE 8.0 and 8.0.1, in addition to OXE 6.1, 6.2 and 7.x (7.0 and 7.1)
    - Compatibility with OXE 8.0 XXL (32000 equipments)
  - Windows and Office compatibility
    - Compatibility of client SP3 for Microsoft Windows XP and SP1 for Microsoft Windows Vista.
    - Compatibility of client applications with Outlook 2007 (including SP1) and Vista.

      Please refer to Vista restrictions in *Major limitations and restrictions* section
  - Mozilla FireFox 2.0 compatibility
- System enhancements
  - Support of RedHat ES 4.0 Update 6 is now supported on Alcatel-Lucent OmniTouch UC, in addition to Update 4 and 5.

    .

    Note concerning Update 4:
    If the servers used are equipped with Broadcom 5703X NIC interfaces Ex: ML 370 G3), eth0 interface may stay alternatively down & up
    at each server reboot.
    This problem occurs with RedHat Kernel 2.6.9-42 that is distributed with Update 4.
    To fix this issue a kernel patch, 2.6.9-42.0.10 or greater, must be applied on top of update 4
    The corresponding "rpm" can be downloaded from RedHat and installed with the command rpm –ivh.

    The issue is solved with Update 5.
  - Ability to order the Linux Red Hat distributions (operating system and clustering suite) without ordering server platforms from Alcatel-Lucent

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- System provisionning

  - 2000 users on a single platform (vs. 1000 users in previous 5.0.000.531 release),
  - 30 VxML ports max.
  - Dual Core processor and 4 GB of RAM are required (please refer to Compliant Platforms document).

    Note that the configuration single processor/2 GB of RAM remains available for up to 500 users.

    For more details on HW configuration please refer to the Compliant Platform document.

- Optimization of the number of servers
  - 5,000 users on 3 servers (instead of 4 in previous 4.x releases)
  - 60 VxML ports max
  - Dual Core processor and 4 GB of RAM are required (please refer to Compliant Platforms document).

➢ Localization

- Unicode encoding to allow large character set language to be supported (Russian, Chinese) in Graphical User Interface (GUI) and Telephone User Interface (TUI) Czech Language support for GUI

  Note:
  Unicode encoding is not supported in Phone Set Programming and Dashboard (Web interface) portlets.

- TTS available for Russian and Mandarin Chinese
  Note:
  Nevertheless, there are TUI quality issues with Cantonese TTS

➢ Serviceability

- Silent installation of the server(s)
- New alarms supervision tool
- Activity monitoring of Email Exchange server plug-ins
- Logs backup tool (LogZipper) to collect all the OmniTouch UC log files into a single archive file for a single or multi-server installation
- Software Integrity tool to verify the installation status and the integrity of the OmniTouch UC software.
- Lotus Notes enhancements for an easier integration

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- Deployment files

  Deployment files generation and handling have changed in OmniTouch UC 5.0:
  - In Actis, the sizing tool will generate the deployment files with the number of servers that are needed for the customer deployment plus some options.
  - These deployment files, that are specific to a particular number of servers, are then used by the OmniTouch UC setup to deploy the SW components on the different servers.
  - For a mono-machine deployment, there is no need of deployment file.

- High Availability

  High Availability is under PCS process
  New version available: HA 2.0.000.009
  Mandatory to use R5.1.000.586.

- Enhancements of Microsoft Outlook & IBM Lotus Notes add-ins
  - Access to your notification filters and voicemail settings
  - Ergonomics

- Telephony services specifics:
  - Media encryption is available on IP Softphone

    Notes:
    - **Encryption client cannot be used with a VPN client installed in the same machine.**

    - Encryption client is not supported on Vista.

    Please refer to the ***Major limitations and restrictions section.***

  - QoS VLAN feature, with same restrictions as for encryption.

  - On Hook/Off hook control available for GNNetcom headsets Since R4.
    - GN 9350-USB
    - GN 9330-USB
    - GN 8120-USB and 8110-USB

  - On Hook/Off hook control available for Plantronics headsets since R5.0.531.
    - CS50-USB

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- CS60-USB
- Voyager 510 (with Plantronics dongle mandatory)

- Messaging services specifics
  - New personal greetings configuration through the Telephone User Interface (TUI)

- My Instant Communicator
  - My Instant Communicator is available from release 5.0.000.543 for Telephony, One Number, Messaging and Teamwork services

- Integration with IBM Lotus Sametime 7.5.1
  - Telephony services integration is available from release 5.0.000.543.

- IP Touch applications on PDA/PDAPhone
  - My Instant Communicator on PDA/PDAPhone (Web interface), also called SmartPRS, is available from release 5.0.000.543 on Windows Mobile 5

    Note:
    Legacy PDA Web interface (dashboard) for Telephony, Messaging and One Number Services on Windows Mobile 2003 Pocket PC is replaced by My Instant Communicator on Windows Mobile Pocket PC.
    The legacy dashboard interface is deprecated in OmniTouch UC R5 (features remain in the release but no more bug fixing).

  - PDA/PDAPhone with nomadic GSM is available on Windows Mobile 5 from release 5.0.000.551

- Fax Server
  - Possibility to install the Fax Server on the OmniTouch UC server.

- Teamwork Services
  - IBM Lotus Sametime 8.0 Support (still in Beta test)
  - Operating System Update to Red Hat Entreprise Linux version 4 update 6
  - New GUI Icons

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- Support for OXE 9.0 for Spatial Redundancy
- 40 ms outbound packet timing for g.729 codec
- My Teamwork Mobile Client for Windows Mobile 6.1
- My Instant Communicator version 1.7.x

1.2.10 Features/Products no more supported

For a complete description of Products and Features that are no longer supported in OmniTouch UC 5.0, please refer to the documents:

What's New in Alcatel-Lucent OmniTouch UC R5.0, UC R5.0.1 and UC R5.1

Linux Red Hat Enterprise ES 4.0 distribution is the only operating system supported on the server side

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2 Things You Need To Know

2.1 Hardware and software requirements

2.1.1 General

Please refer to the ***Feature List*** document that can be found on the Technical Knowledge Base.
To get access to the document please browse:
Reference Book – Feature List – More Documentation .

Concerning server HW platforms supported, please refer to the Technical Communication Alcatel-Lucent UC R5 Compliant platforms document, that can be found on the Knowledge base Web Site at: : https://www.technical-knowledge-base.com/km

- **Select Product / *OmniTouch Unified Communications / 5.0***
- **Select menu *Browse/Reference Book***
- **Select menu System Documentation/Architecture/Compliant Platform**

2.1.2 Recommended versions for OmniPCX Enterprise

Specific interoperability tests have been performed between Alcatel-Lucent UC 5.1 and releases, 8.0, and 9.0

The **minimum** versions that must be used are as follows:

- **R8.0:** G1.302.5
- **R8.0.1:** G1.503.11
- **R9.0**: H1.301.24

SEPLOS sets not supported

☞ It is of course **highly recommended to use the latest patch** in a given OXE release.

2.1.3 Recommended versions for A4635

OmniTouch UC R5.0 supports A4635 releases 5.2.10 and 5.3.1
A4635 R5.4.0 it is not supported. R5.4.2 is the minimum release that must be used.

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2.1.4 Hard disk storage (Unified Messaging)

When using Messaging Services (Unified Messaging), all e-mails (text or voice) are stored on the hard disk of the e-mail server hosting the mailboxes. The capacity of this hard disk must be adapted according to the capacity requested per Alcatel-Lucent OmniTouch UC user.

Voice messages (WAV files) are recorded in G.711 (64 Kbits/s). The approximate rule for storing such messages, for a given user, is as follows:

*Recording duration in seconds (average) * (65536/8)*

Examples:

- If we consider a recording duration of 10 minutes, the hard disk space that will be used will be of (10 * 60) * (65536/8) = 4,7 MB.
- If we consider now a recording duration of 60 minutes, the hard disk space that will be used will be of 28 MB.

2.1.5 LAN bandwidth

Depositing/listening to a voice message by phone uses approximately 100 Kbits/s per VxML voice port (in G711).
Depositing/listening to a voice message from the Web, using a Multimedia PC, activates a WAV file transfer. The size of this file depends on the length of the voice message; for a 30 seconds message, this size is approximately of 250 KB.

Note: the traffic generated by client applications (e.g. 4980 Softphone, Outlook/Lotus Notes add-ins) is negligible.

2.1.6 Domino plug-in via Relay mode for Solaris/Suse (under PCS)

Alcatel-Lucent has developed plug-ins that can be set up on a Lotus Domino Suse or Solaris system. Such integration needs an additional Lotus Domino server on a Windows operating system. This server is used as a relay between the Alcatel-Lucent OmniTouch UC system and the Suse/Solaris system hosting users mailboxes.

☞ Please contact the Alcatel-Lucent Support Center for performing such integration, as this solution is under Technical Support control (**a PCS form must be filled in**).

Supported platforms are as follows:

- Plug-in for Lotus Domino Suse:
  - Suse SLES 8
  - Domino Server 6.5.1 min.
- Plug-in for Lotus Domino Solaris:
  - Solaris 2.8
  - Domino Server 6.5.1 min.

Note: Domino 7 is supported. Domino 8 is not supported.

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2.2 Software locks OmniPCX side

For users distributed in a PBX network, following software locks are necessary OmniPCX side:
Values of 116, 117, 119, 129, 309 and 166 locks should be equal to “e-CS Engine” (13) with a maximum value of 5000.
Values of “CSTA_Bypass” (158) should be equal to 2 X “e-CS Engine” with a maximum value of 6000.

OXE pbx locks eCC in PBX mode
There is no longer Gateway mode. So only integrated mode is supported. « eCC integrated » license leads to following locks and provisionning :

Lock label	Lock number	Quantity/Value	Set by
e-CS Engine	13	calculated	Associated license
Centralized VPS	97	= 9999	UMA
CSTA Bypass (**)	158	500	Associated license
SIP Gateway	185	1	UMA
ECC Gateway	313	2	Associated license
RSI eCC (*)	SP_RSI_agent_max remanent	2	Initrem
SIP Voice Mail Access	337	calcul	UMA

(*) Init of this value is defined in document [3.].
(**) CSTA_Bypass locks allow virtual Z sets monitoring.

OXE PBX Locks for XML PBX Management service
Licenses number of “XML PBX Management service” have to be superior or equal to the total sum of the “eCS-engine” locks in the installation.

By-pass of 4635 and 4645 software locks: software locks 314 (4635) and 194 (4645) are by-passed on OmniPCX side if Messaging services licenses were bought for the Alcatel-Lucent OmniTouch UC software.

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2.3 Installation procedures

2.3.1 General information

This version is a full delivery. Classical procedure to install from scratch is then used, from the delivered DVD.

Linux installation
Advise : use the last boot CD version with RedHat Enterprise 4 Update 5, 6,7 or 8 in order to prepare your system for future High Availability Feature.

Linux Red Hat :
You may experience problems when installing Linux on a Dell PowerEdge 1850 with more than 2GB of memory. In this case, please add the additional command at boot: "**linux mem=524**".

The postInstall.sh script should be run only once the Tomcat Server has finished the web applications deployment. The "top" command can be used to check the CPU activity level.

OTS multi PABX node
After an upgrade it's necessary to check and modify if needed the value NB_TSA in /etc/tsad.conf file

DNS Server :
A reverse Zone must be declared on the DNS Server with an entry corresponding to the OTUC Server.

☞ *Refer to ALCATEL-LUCENT OMNITOUCH UNIFIED COMMUNICATION (UC) R5.0 Installation/Administration Guide*

BICS environment:

In BICS environment (Virtualization), you must deactivate the APR functionality.
This configuration is automatically done at the factory, but if you perform an update, you must check if this parameter still there.
In the folder '/opt/Alcatel/Tomcat/bin' rename folder 'jni' to 'jniold' for example and restart tomcat service by typing, as root, *service tomcatd restart*

Mass Provisioning:

After a mass provisioning operation it is necessary to restart OTUC services:
service otucd stop
service otucd start

If OXEs are handled by IP addresses and not by FQDN in previous releases
If the OXEs are not managed in the DNS, **before restoration of database**, it is highly recommended to modify on your OTUC servers the /etc/hosts file with :
@IP + names + FQDN of all your OXEs

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2.3.2 New installation of Alcatel-Lucent OmniTouch UC 5.1.000.586

2.3.2.1 Installation procedure

- Install a fresh linux system
- Use the setup.bin delivered in the DVD to install R5.1.000.586.
- Use the postinstall.sh script delivered to complete 5.1.000.586 installation

Note: the postinstall.sh script can be found in directory:

/Servers/Complements/Scripts/Linux/postInstall.sh

2.3.2.2 Important : TO DO ACTIONS after installation

Application Server Primary and Unified Login

Verify in OTUC administration services that server port is set to **443** for Application Server Primary and Unified login

Teamwork Services rights

If the site has Teamwork Services on IPTouch installed, please read the following very carefully.

Since release R5.0.001.543, this feature is controlled by right, so after installation from scratch, or migration, you will have to :

Create the Teamwork Services application in the Alcatel-Lucent OmniTouch UC webAdmin :

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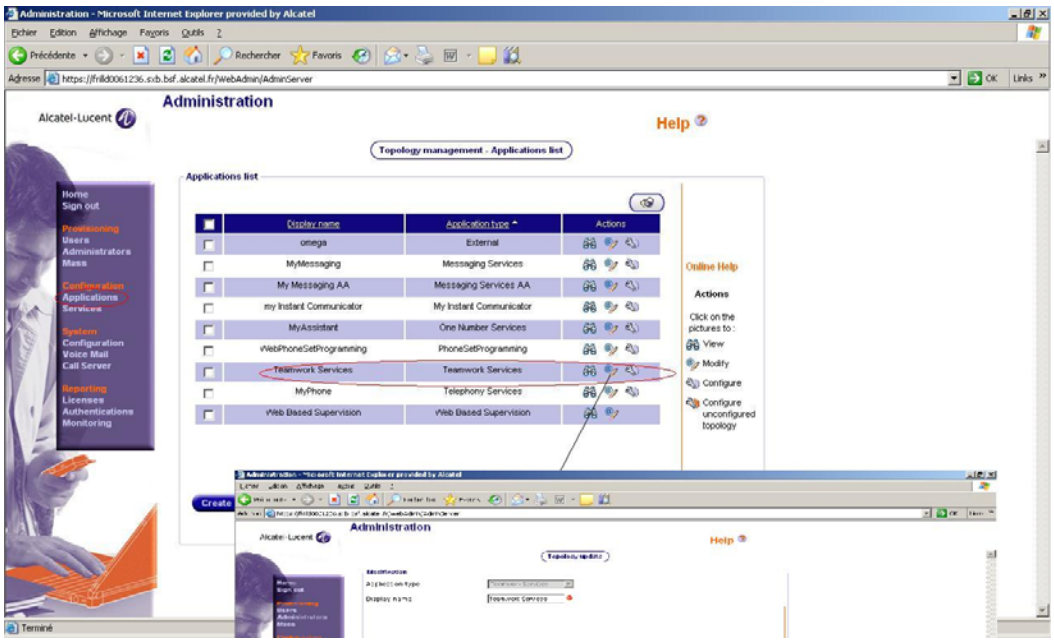
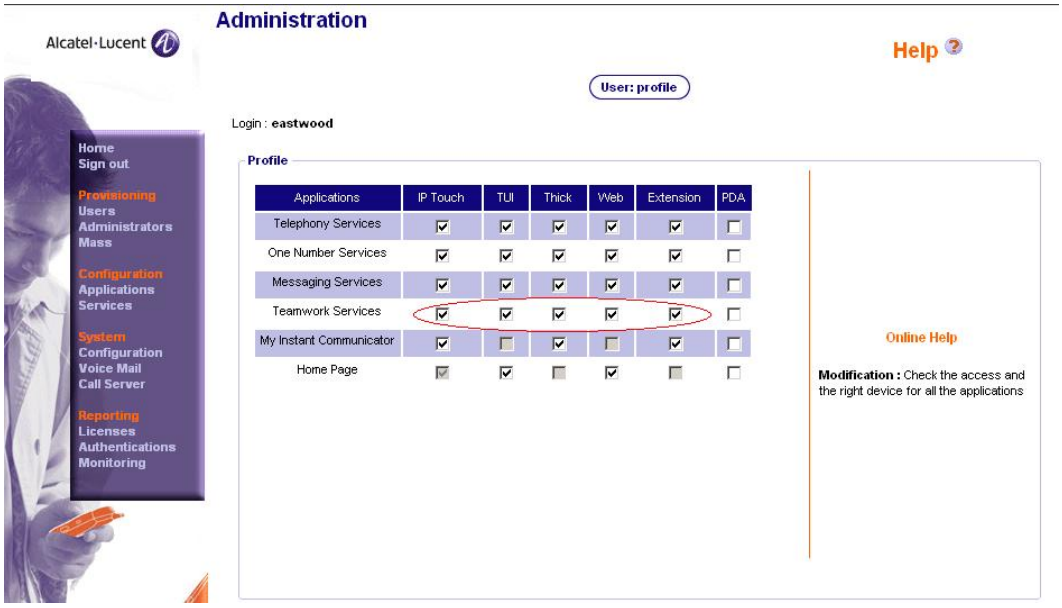


This will allow for all the users to have the Teamwork Services right un-greyed :



Give the rights granted to the users. You certainly will have to use a mass provisioning file in an update mode.

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2.3.3 Upgrades/Migrations from previous releases

2.3.3.1 Upgrades from Releases 3.0.7 or 4.0 to Release 5.1

☞ Upgrade of Windows / Linux Suite R3.0.7 or R4.x to Linux Suite R5.1 is not supported.
A migration procedure must be applied.

2.3.3.2 Migration from Releases 3.0, 4.0 or 4.1 to Release 5.1

The following Alcatel-Lucent OmniTouch UC migrations are supported:

- My Phone Linux R3.0.7 to Telephony services Linux 5.1.
  ☞ Procedures are described in the following document:
  Installation Guide R5.1/ Migration section

- Linux Suite R3.0.7 to Linux Suite 5.1.
  ☞ Procedure is described in the following document
  Installation Guide R5.1/ Migration section

- My Phone Windows R3.0 and R4.1 to Telephony Services Linux R5.1
  ☞ Procedure is described in following technical document:
  Installation Guide R5.1/ Migration section

- Migrations from R3.0.5 or R3.0.6 to R5.1 need an intermediate upgrade to R3.0.7.

- Migration from R4.0. need an intermediate upgrade to R4.1

☞ Migration of MyPhone / Linux Suite R3.0.1 (Early Business version not released) to Linux Suite R5.1 is not supported

Restriction :

- In the case of a 3.0.7 to 5.0 migration and only in this case, the 5.0 backup tool does not save the PostgreSQL data. As a work-around, once the R5.0 backup tool installed on the 3.0.7 system, edit "/opt/ALCHTS/Backup/configuration.xml" and replace HTS_HOME with ECC_HOME in the Application_Server component section; this work-around should be applied ONLY on a 3.0.7 system.

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2.3.4 Upgrade procedure from R5.x

Classical way of upgrade :

- Back up your system with "**<Install path>/Backup/database-save.bin**".
- Insert the OTUC new release DVD-ROM
- Mount it with "**mount /media/cdrom**"
- Run "**/media/cdrom/setup.bin**"
- Accept the license terms
- Choose the "**Update**" mode.
- Restart your system at the end of the setup program.
- Insert the OTUC new release DVD-ROM
- Mount it with "**mount /media/cdrom**"
- Run the post-install tool with :
    - "**/media/cdrom/Servers/Complements/Scripts/Linux/postInstall.sh**"
- Follow the instructions on the screen.
- Eject your DVD with "**eject**"
- Restart the OTUC server.

Note: the postinstall.sh script can be found in directory:

/Servers/Complements/Scripts/Linux/postInstall.sh

2.3.4.1 Important : TO DO ACTIONS after upgrade

Application Server Primary and Unified Login

Verify in OTUC administration services that server port is set to **443** for Application Server Primary and Unified login

VoIP Plugin:
For a system updated from UC 4.X or UC 5.x to 5.1.000.586, voip plugin fails to update on client computer. There are two possible solutions in order to update voip plugin:
either
* SMS deployment of the voip plugin on WebSoftPhone clients
or
- Uninstallation of voip plugin on WebSoftPhone clients (at first start of WSP, voip plugin will be downloaded from the server).

Teamwork Services rights

If the site has Teamwork Services on IPTouch installed, please read the following very carefully.

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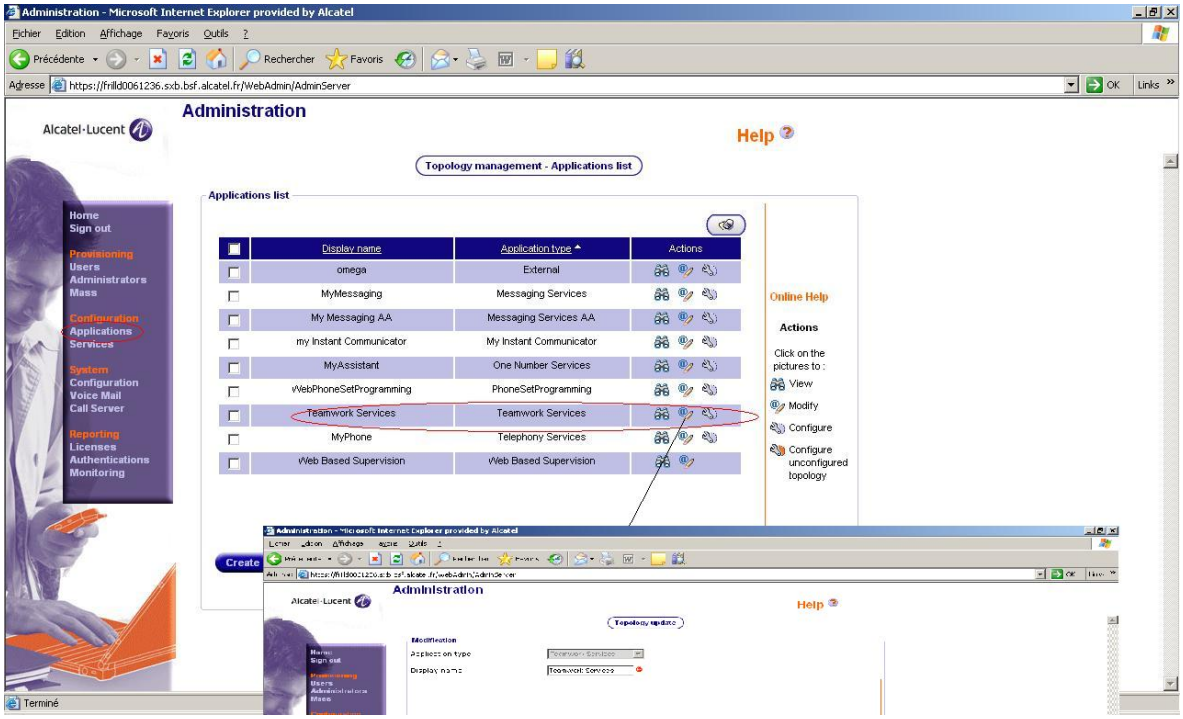
Since release R5.0.000.543, this feature is controlled by right, so after installation from scratch, or migration, you will have to :

1. Create the Teamwork Services application in the Alcatel-Lucent OmniTouch UC webAdmin :



2. This will allow for all the users to have the Teamwork Services right un-greyed :

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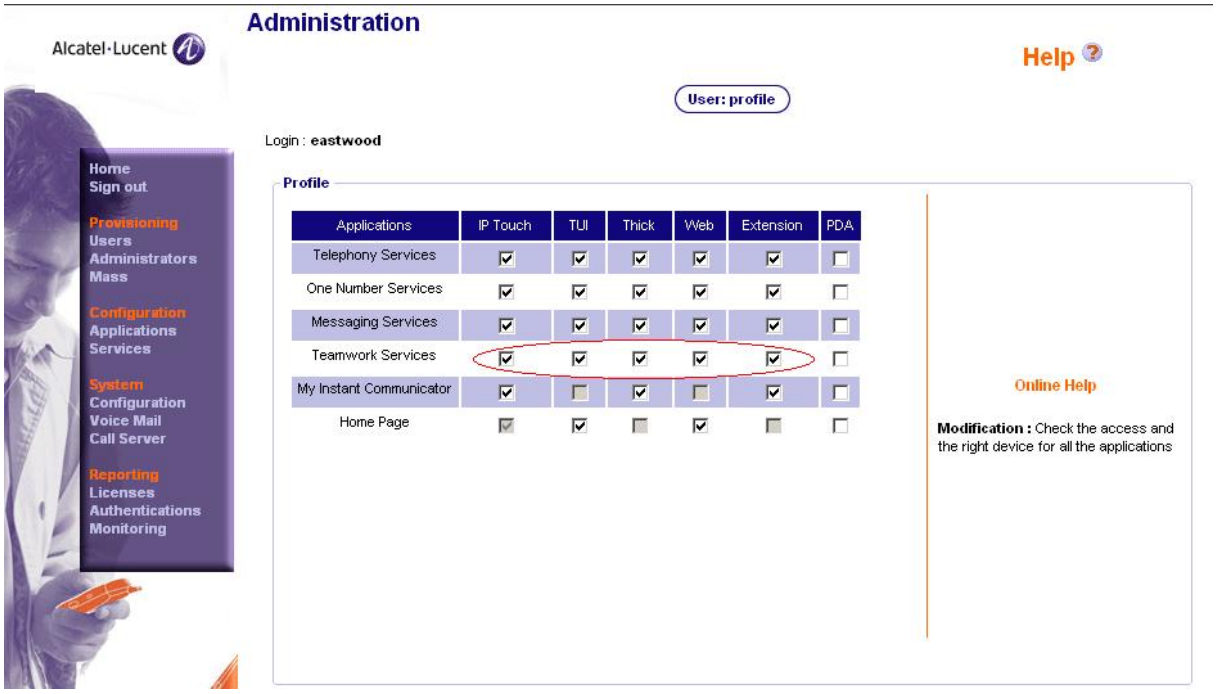

3. Give the rights granted to the users. You certainly will have to use a mass provisioning file in an update mode.

2.3.4.2 If SSL has been disabled

By default the upgrade procedure restore the SSL access except for the service settings. The disable_ssl.sh script must be applied after the last server restart

2.3.5 Migration procedures from R3.0.7 or R4.1 to R5.1.000.586

☞ Please refer to the migration section in the Application Suite Installation Guide but read carefully the workaround bellow to be applied in the case you are migrating from R3.0.7.

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2.3.5.1 Specific operations to do when migrating from R3.0.7

Please read carefully and apply the following workaround:

In the case of a 3.0.7 to 5.1 migration and **only in this case**, the 5.1 backup tool does not save the PostgresSQL data.

As a workaround, once the R5.1 backup tool is installed on the 3.0.7 system, edit the file "/opt/ALCHTS/Backup/configuration.xml" and replace HTS_HOME with ECC_HOME in the PostgreSql component section as shown below in red :

```
...
        <component>
                <name>PostgreSql</name>
                <home_dir>%ECC_HOME%</home_dir>
                <type_save>5</type_save>
                <service_name>postgresql</service_name>
                <dir_component_save>Application_Server</dir_component_save>
                <dir_db>/var/lib/pgsql/backups</dir_db>
                <Objet_to_save>HTS</Objet_to_save>
                <Objet_to_save>template1</Objet_to_save>
                <old_dir>Application_Server</old_dir>
        </component>
...
```

This workaround should be applied **ONLY on a 3.0.7** system.

2.3.5.2 If OXEs were handled by IP addresses and not by FQDN in previous version

If the OXE's are not managed in the DNS, **before restoration of database**, it is highly recommended to modify on your OTUC servers the /etc/hosts file with :
@IP + names + FQDN of all your OXEs

2.3.5.3 Caution : migrationTool.sh script : additional information

As indicated In the installation documentation, chapter 7(migration), paragraph 7.5.3, when migrating from R4.1 the system must include the Java Runtime Environment (JRE) version 1.5.
If this JRE has not been installed previously, you may perform any of the following:

- Launch the script, specifying JRE 1.5 as specific parameter
- Or, before launching the migrationTool on the Application server primary, create the following link:
  ln -s /opt/Alcatel/Integrity_Tool/jre1_5 /opt/Alcatel/Backup/jre1.5

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2.3.5.4 Important : TO DO ACTIONS after migration

OTS

In the Web Admin, after migration procedure, go in Services ==> Open Telephony Server (configure) ==> OTS Nodes list (modify) ==> re-select each Call Server in the PCX pick list and press the "Apply" button

PRS

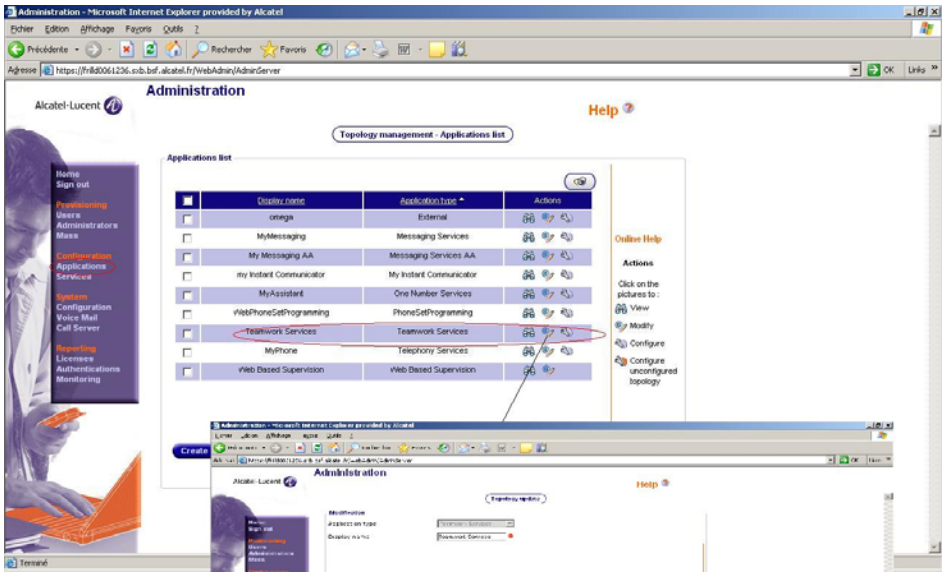
After migration, all the PRS applications that are not the OTUC core ones must be re-created manually.
[Take care to all the non-core OTUC PRS applications (My_P, My_M, My_A) that are created before migrating, because they will be lost after migration and you will have to re-create them manually (it is a restriction).]

Teamwork Services rights

If the site has Teamwork Services on IPTouch installed, please read the following very carefully.

Since release R5.0.000.543, this feature is controlled by right, so after installation from scratch, or migration, you will have to :

1. Create the Teamwork Services application in the Alcatel-Lucent OmniTouch UC webAdmin :



2. This will allow for all the users to have the Teamwork Services right un-greyed :

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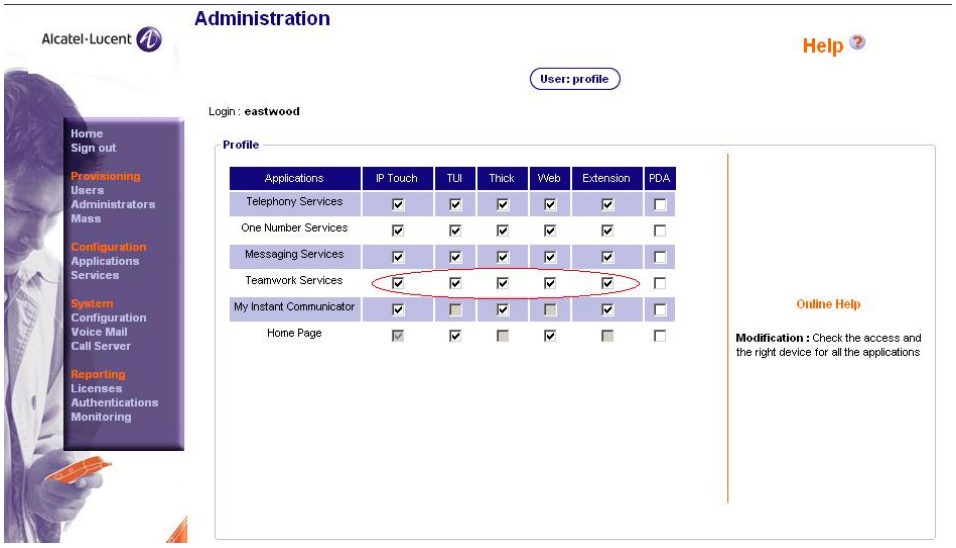

3. Give the rights granted to the users. You certainly will have to use a mass provisioning file in an update mode.

2.3.5.5 Procedure example

Procedure to be used for a R4.1.000.03x -> R5.1.000.586 migration:

- Install R5 backup/restore application from the R5 DVD-ROM on the R4.1 servers
- Backup the R4.1 databases with this application
- Save the backup archives on another server (storage server)
- Install the R5 software **from scratch** on a fresh RHEL 4 Update 8 Linux with the boot CD 4.8.000.019
- Reboot
- postInstall.sh

Note: the postinstall.sh script can be found in directory:

/Servers/Complements/Scripts/Linux/postInstall.sh

- Copy the backup archive from the storage server to the newly installed server
- Restore the backup archive
- Install the new 5.0 license file

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- Install the SSL certificate file with the installCertificates.sh script provided with the R5 software
- Start the otucd services
- 1st connection to the WebAdmin with an Internet browser:
    - Set and check the machine names
    - Confirm the EVS secondary parameters
    - Set the Call Servers FQDN
    - Confirm the Media Server parameters
    - Create the noehomepage (MY_H, index 6, URL http://<FQDN>/noehomepage/homepage) application in the PRS applications configuration page
- Restart the otucd services
- Apply the “TO DO ACTIONS after migration” described in the previous section

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2.3.6 My Instant Communicator client side.

Fresh installations

In order to be able to install the My IC software, you will need to have **.NET framework 2.0 SP2** or above version installed on your PC, before launching the setup of My Instant Communicator 1.8.006.000.

☞ *Refer to ALCATEL-LUCENT OMNITOUCH UNIFIED COMMUNICATION R5.0 Installation Manual/ Client applications installation guide/My Instant Communicator*

Do not forget the configuration of your Internet browser settings:
==> **The OmniTouch UC and Teamwork servers host names must be added as trusted sites, All ActiveX parameters in Internet Explorer, must be set at least to "Demand" (or authorized) for trusted sites.**

Upgrade procedures

If you had previously installed a 1.8.xxx.xxx (R5.1) version or upper, you can either:
Use the **automatic upgrade** of My Instant Communicator:

1. Exit My Instant Communicator if the application is launched
2. Restart My Instant Communicator
3. The My Instant Communicator automatic upgrade will then request a reboot of your PC, according to your options configuration.
   Note:
   Reboot of the PC will be not necessary in future upgrades (releases above 5.0.001.563)

4. After the reboot, the My Instant Communicator upgrade is performed
5. After completion of the upgrade restart My Instant Communicator

Or

Manually upgrade My Instant Communicator:

1. Exit My Instant Communicator if the application is launched
2. Launch the setup of 1.8.006.000 directly and upgrade (no reboot of PC in that case)
3. Restart My Instant Communicator

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My Instant Communicator deployment

Before deploying My Instant Communicator full suite, you will have to be sure that all your Teamwork users have OTUC accounts in order for all users to authenticate thanks to single sign on.

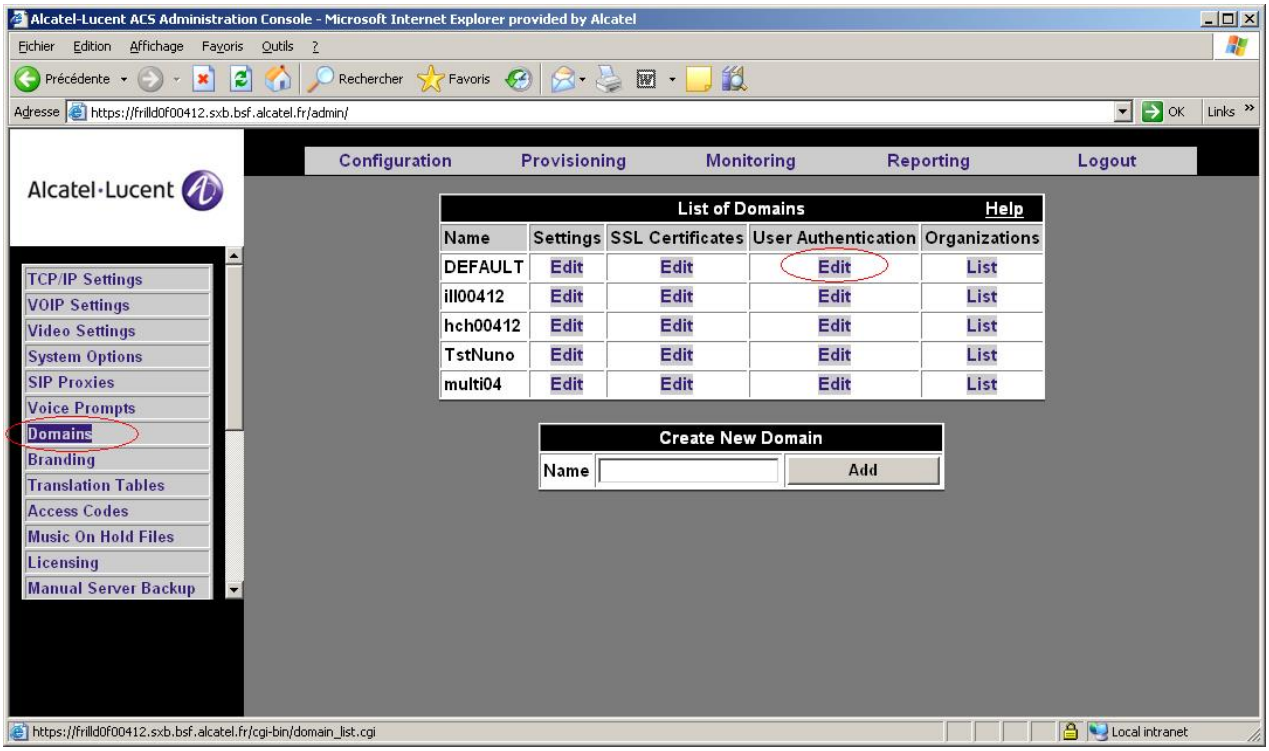
Here is the global procedure to deploy My Instant Communicator :

1°) Create an OTUC account to all your Teamwork users (take care to email addresses : they must be the same as the ones used on the Teamwork server)
=> Give them the My Instant Communicator right only : they do not need any specific Telephony services, One Number service and Messaging service right.

2°) Check for all your users that email addresses defined on OTUC server are consistent with the ones used on the Teamwork server side.

3°) On the Teamwork server, configure your domain in order to use My Instant Communicator way of authentication (named “Unified Communicator “ in Teamwork server admin).

Example :
The screenshots below illustrate the operation to be done on the Teamwork server admin:



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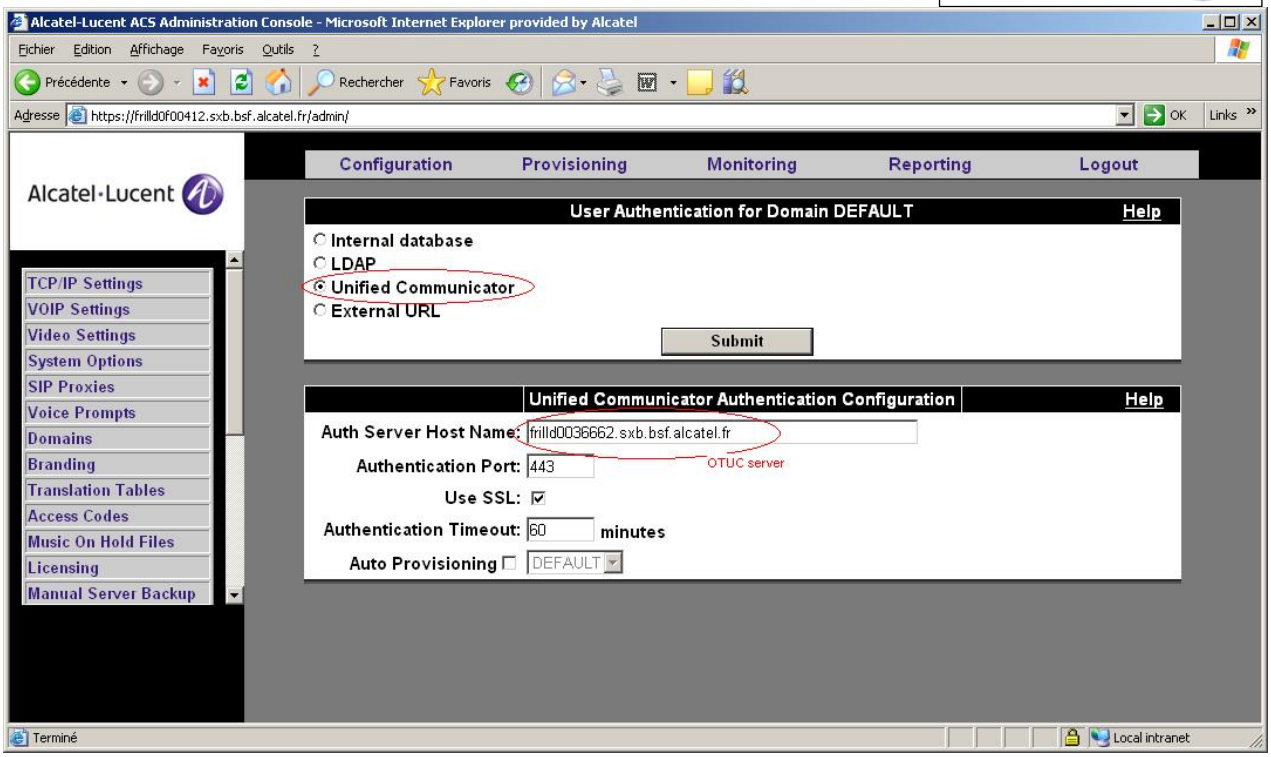

Once this has been done, all the MyTeamwork users will have to use the OTUC way of login to log on MyTeamwork server, independently from the use or not of My Instant Communicator.

This is mandatory if you want that the MyTeamwork only users be able to communicate with Full OTUC users, otherwise you can separate the users in 2 different MyTeamwork domains.

4°) Take care to OTUC **rights for the users** who will run the My Instant Communicator (PC only / IP Touch only or both). They need at least the following:

Profile

Applications	IP Touch	TUI	Thick	Web	Extension	PDA
Telephony Services	☑	☐	☑	☑	☑	☐
One Number Services	☑	☐	☐	☑	☑	☐
Messaging Services	☑	☐	☐	☑	☑	☐
Teamwork Services	☑	☑	☑	☑	☑	☐
My Instant Communicator	☑	☐	☑	☐	☑	☐
Home Page	☐	☐	☐	☐	☐	☐

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5°) If requested, apply a new branding to the Teamwork server in order to replace the “My Teamwork” text by “Teamwork Services”
Please refer to the *OmniTouch Advanced Communications Server Administration Guide (8AL90208USAB).*

CAUTION :
Teamwork server must be installed with 5.1.000.586 (ACS 7.1.4.5084) version.

2.3.7 My IC coupled with Sametime specific info (FOR BETA ONLY)

- For **coupling MyIC 1.8 with Lotus Sametime** :

After Sametime service's creation in the WebAdmin and UC restart:
You will observe following issues

- No telephonic presence for Sametime's contacts
- On IP TOUCH set: IM, Contacts and Conf are still displayed

In order to solve that, it's **mandatory** to modify : */opt/Alcatel/Ecs/acs.properties* config file with the Sametime server host and port, for the telephonic presence and IP TOUCH.
(**un-comment some lines** !!):

acs.present=disabled
communicationServer.type=SameTime
communicationServer.host=sametime.company.com (=> this is the sametime server FQDN)
communicationServer.port=1516

After modifying the file, you will have to restart the ecsd service: service ecsd restart

Additionally, you will have to fill in the PresenceID field for each OTUC user with the user name used for login in the sametime environment

Be sure also to include the OTUC server Ip address in the list of trusted IP addresses on the Sametime server

2.3.8 Teamwork services Installation

For further information and details, please refer to following documents

TC1110-ed.04 OmniTouch My Teamwork R5.1 - Technical Release Note R5.1.000.586

OmniTouch Advanced Communications Server Site Preparation (8AL90212USAC)

OmniTouch Advanced Communications Server Installation Guide (8AL90213USAB)

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all available in Business Partner Web Site (software download or KM).

Warning : For releases older than ACS7.1.3b3855, the server must be upgraded to ACS7.1.3b3855 before upgrading to ACS7.1.4b5084

2.3.9 Miscellaneous

Lotus Notes Extensions:
If you read a new voice message or email from the OTUC web or TUI interface, the message will remain unread in Notes until you press the F9 button to refresh the view

4980 Softphone PIN code
4980 Softphone application supports **only** digits from 0 to 9 as PIN code. Refer to the TC0813

4980 / Dual screen mode :
Drag and drop is only available in screen 1

OTUC Authentication
RADIUS : EAP-MSCHPV2 protocol is not supported by OTUC authentication

Internet explorer
When launching One Number Services or Telephony Services from Outlook Extension or 4980 and other IE windows are already open, the application always opens in the latest open browser window. By using Firefox there is always a new browser window. When using IE the application should also open in a new window.

Solution :
This is an option in MS-Internet Explorer. Uncheck the option named "Reuse windows for launching shortcuts" in "Internet Options"

ICMP for Outlook or Notes extension
Due to ping mechanism used in Outlook or Notes extensions, ICMP protocol should be allowed between clients and the UC server.

SMS package for VoIP plugin deployment :

The package can be found in the folder \voip_plugins of the 5.0.001.563 iso image.

In this folder 3 files are available:

- ***"7za.exe" :***
  this is a winzip application to unzip file (you can use this application in command line)

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- ***"WebSoftphone_SMS_pluginVOIP.zip" :***
  this is an archive that includes all files necessary to install the VOIP module on the Client PC

- ***"_install_WebSoftphone_pluginVOIP.bat" :***
  this is a dos script file, to unzip the archive file above and to register the ocx included

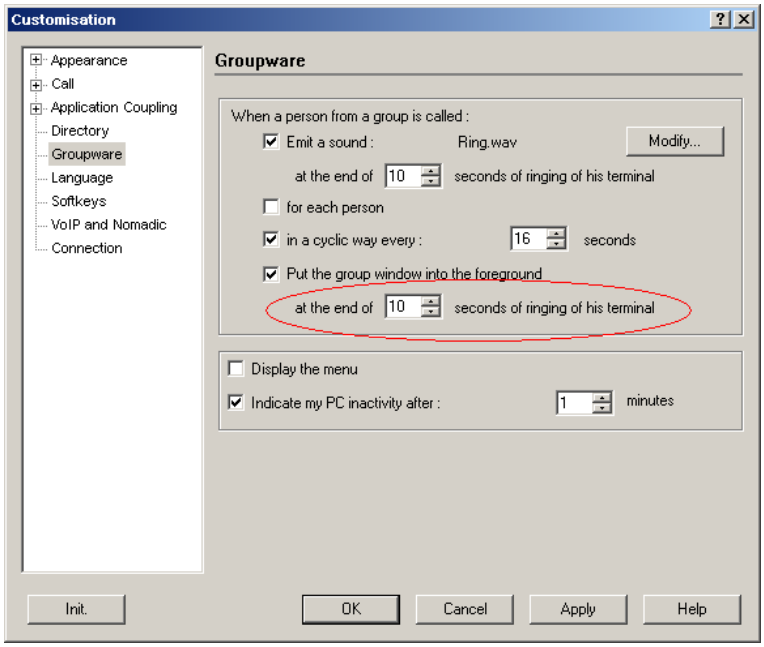
The file "_install_WebSoftphone_pluginVOIP.bat" can be modified or can be copied to create SMS instruction

In summary, you must unarchive the zip file in directory c:\windows or c:\wnnt (depending on your computer)
An ocx file is placed on c:\wnnt\system32 (this ocx must be registered by the command: regsvr32)
Necessary files for the application are placed on c:\wnnt\system32\Alcatel
and an ***".inf"*** file is placed on C:\winnt\Downloaded Program Files

A4980 groupware : Additional timer for delayed groupware popup.

1- Telephony Services configuration:

Set the new value to fix the delay before the groupware window will be raised at the end of *x* seconds of ringing.



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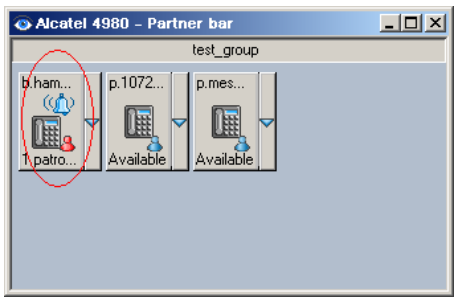
At the end of ringing delay the groupware window popups:

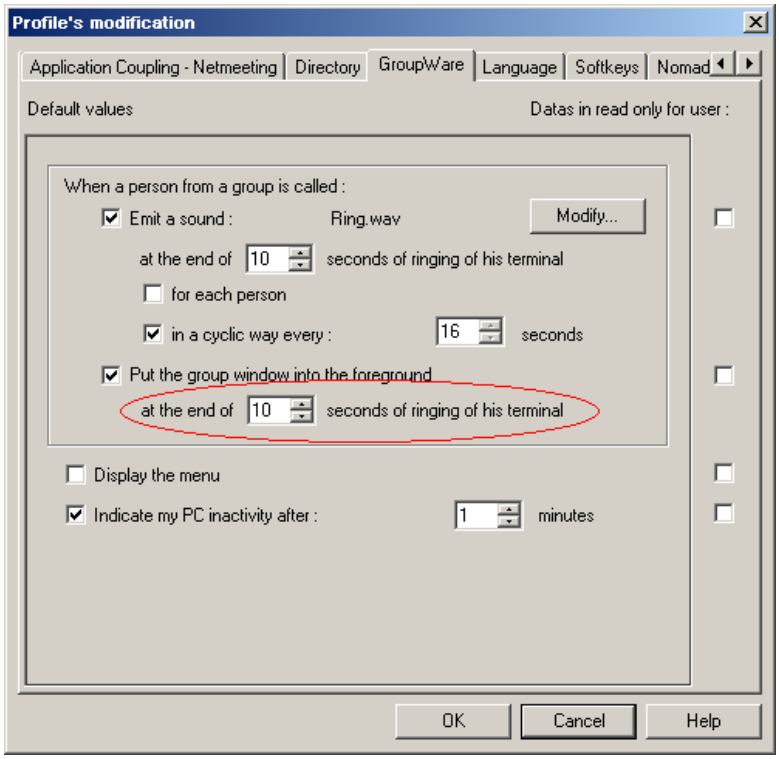


Nota: If the value is set to 0 this functionality will be disabled (as before)

2- Configuration through Profile

User configuration can also be done through a profile.

This delay can be entered on the profile window using the “4980 plugin” in the WebAdmin.



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2.4 Telephony Services – One Number Services – Messaging Services Delivered Components.

Component:	R5.1.0.586 Version:	R5.1.0.585 Version:	R5.1.0.584 Version:	R5.1.0.583 Version:
My Assistant Release	1.1.001.025	1.1.001.025	1.1.001.025	**1.1.001.025**
My Assistant Coupling Server	1.1.001.025	1.1.001.025	1.1.001.025	**1.1.001.025**
My Integrated Messaging Application	1.3.000.016	**1.3.000.016**	1.3.000.015	**1.3.000.015**
My Phone Application	3.1.000.116	3.1.000.116	**3.1.000.116**	**3.1.000.114**
My Phone Lotus Coupling Server	5.0.000.584	5.0.000.584	**5.0.000.584**	5.0.000.550
My Phone Outlook Coupling Server	5.1.000.585	5.1.000.585	**5.1.000.585**	**5.1.000.582**
Voice Applications	**1.0.001.120**	**1.0.001.113**	1.0.001.110	**1.0.001.110**
My Phone TAPI	5.0.000.530.a	5.0.000.530.a	5.0.000.530.a	5.0.000.530.a
My Profile Application	3.0.010.206	**3.0.010.206**	**3.0.010.205**	**3.0.010.202**
MWI Synchro	1.0.009.000	1.0.009.000	1.0.009.000	1.0.009.000
Universal Directory Access Application	3.1.001.093	3.1.001.093	3.1.001.093	**3.1.001.093**
Web Administration Application	4.0.012.001	**4.0.012.001**	4.0.012.000	**4.0.012.000**
Phone Set Programming	**3.0.001.009**	3.0.001.008	**3.0.001.008**	3.0.001.006.a
Web Administration Help On Line	5.0.000.005	5.0.000.005	5.0.000.005	5.0.000.005
Applications Help On Line	5.0.000.005	5.0.000.005	5.0.000.005	5.0.000.005
Unified Management Framework Core	1.0.001.040	1.0.001.040	1.0.001.040	1.0.001.040
Unified Management Frwork Presentation	1.0.001.040	1.0.001.040	1.0.001.040	1.0.001.040
Unified Management Frwork Webservice	1.0.001.040	1.0.001.040	1.0.001.040	1.0.001.040
Alcatel 4980 & Web	**R3.752.31**	**R3.748.31**	**R3.746.31**	**R3.743.31**
A4980 Update	**R3.752.31**	**R3.748.31**	**R3.746.31**	**R3.743.31**
Alcatel Client Extensions	5.1.001.002	**5.1.001.002**	5.1.001.000	**5.1.001.000**
Extensions Update	5.1.001.002	**5.1.001.002**	5.1.001.000	**5.1.001.000**
Lotus Notes Templates Merger	5.1.001.000	5.1.001.000	5.1.001.000	**5.1.001.000**
Sametime_extensions	1.0.23	**1.0.23**	1.0.22	**1.0.22**
Sametime_8_extensions	2.0.5	2.0.5	2.0.5	**2.0.5**
Application Server	**1.8.006.000**	**1.8.005.000**	2.0.000.570	2.0.000.570
Application Server Common Configuration	1.4.000.000	1.4.000.000	1.4.000.000	1.4.000.000
Framework (& APIs)	**5.1.001.100**	5.1.001.070	**5.1.001.070**	**5.1.001.050**
Data Access Service	4.0.012.002	4.0.012.002	**4.0.012.002**	**4.0.012.000**
Universal Directory Access Service	3.1.002.007	3.1.002.007	**3.1.002.007**	**3.1.002.007**
Call Routing Service	4.0.000.017	**4.0.000.017**	**4.0.000.015**	**4.0.000.013**
Integrated Messaging Service	**4.0.001.012**	4.0.001.010	4.0.001.010	**4.0.001.010**
PCX Management Service	4.0.006.004	4.0.006.004	4.0.006.004	4.0.006.004
Unified Login Server	2.2.002.004	2.2.002.004	2.2.002.004	**2.2.002.004**
Supervision Agent	3.0.000.101	3.0.000.101	3.0.000.101	**3.0.000.101**
Supervision Client	3.0.000.101	3.0.000.101	3.0.000.101	**3.0.000.101**
Supervision Application	3.3.005.000	3.3.005.000	3.3.005.000	**3.3.005.000**
Supervision Application help_on_line	5.0.000.005	5.0.000.005	5.0.000.005	5.0.000.005
Enhanced Communication Service	3.0.006.003	3.0.006.003	3.0.006.003	**3.0.006.003**
OmniPCX Open Telephony Server	**R3.546.31**	**R3.542.31**	**R3.540.31**	**R3.537.31**
ACAPI Server	2.2.02.10.b	2.2.02.10.b	2.2.02.10.b	2.2.02.10.b

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Media Server	5.0.013.006	**5.0.013.006**	**5.0.013.005**	**5.0.013.004**
Presentation Server	**3.0.0.6.8**	3.0.0.6.7	3.0.0.6.7	3.0.0.6.7
Backup	2.0.000.009	2.0.000.009	2.0.000.009	2.0.000.009
smart_prs	1.0.0.6.7	1.0.0.6.7	1.0.0.6.7	1.0.0.6.7
Integrity Tool	2.0.000.006	2.0.000.006	2.0.000.006	2.0.000.006
LogZipper	2.0.000.004	2.0.000.004	2.0.000.004	2.0.000.004
Alcatel Logs Rotate	2.0.000.002	2.0.000.002	2.0.000.002	2.0.000.002
Maintenance Tool	1.0.000.005	1.0.000.005	1.0.000.005	1.0.000.005
Network Installation	1.0.000.007	1.0.000.007	**1.0.000.007**	1.0.000.006
JDK	1.5.0_17.b0	1.5.0_17.b0	1.5.0_17.b0	1.5.0_17.b0
Sybase Server Linux	9.0.2.b1	9.0.2.b1	9.0.2.b1	9.0.2.b1
Sybase ODBC Driver	9.0.2.b1	9.0.2.b1	9.0.2.b1	9.0.2.b1
Sybase Databases	5.0.000.004	5.0.000.004	5.0.000.004	5.0.000.004
FlexLM License Manager	9.5.	9.5.	9.5.	9.5.
Tomcat Server	5.5.27.b0	5.5.27.b0	5.5.27.b0	5.5.27.b0
Apache Server	2.2.8.b2	2.2.8.b2	2.2.8.b2	2.2.8.b2
LDAP Server	2.3.43.b0	2.3.43.b0	2.3.43.b0	2.3.43.b0
LDAP Schema	5.0.000.006	5.0.000.006	5.0.000.006	5.0.000.006
Event_server	**2.0.007.000**	**2.0.006.007**	2.0.006.005	**2.0.006.005**
VoIP stack	5.1.13	5.1.13	5.1.13	**5.1.13**
Domino Plug-in	302.0.09	**302.0.09**	**302.0.08**	302.0.05
Exchange Plug-in 32 & 64 bits	302.2.07	302.2.07	**302.2.07**	302.2.06
NOE Applications	5.9.006.001	5.9.006.001	5.9.006.001	5.9.006.001
NOE_homepage	3.9.000.001	3.9.000.001	3.9.000.001	3.9.000.001
NOE_mservices	3.9.000.001	3.9.000.001	3.9.000.001	**3.9.000.001**
NOE_receiveim	3.9.000.001	3.9.000.001	3.9.000.001	3.9.000.001
My_instant_communicator	**1.8.006.000 (1.5.000.010)**	**1.8.005.000 (1.5.000.005)**	**1.8.004.000 (1.5.000.004)**	**1.8.003.003 (1.5.000.003)**
My_instant_communicator_update	**1.8.006.000**	**1.8.005.000**	**1.8.004.000**	**1.8.003.003**
Applications_alarms files	1.0.000.010	1.0.000.010	1.0.000.010	**1.0.000.010**
Encryption_client	1.1.10	1.1.10	1.1.10	1.1.10
Teamwork services (ACS)	**7.1.4.5084**	7.1.4.4520	7.1.4.4520	**7.1.4.4520**
OmniTouch Fax Sagem	5.6.3.31	**5.6.3.31**	5.6.3.25	5.6.3.25

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3 Major limitations and restrictions

3.1 Telephony Services – One Number Services - Messaging Services Major Limitations and restrictions

1) Backup
The old Backup files are not compatible with UC 5.1.000.586.
It's mandatory to use the backup tool delivered with this version on

DVD\Servers\Serviceability\Backup_Application

2) WebSsoftPhone :
Problem on multi server config if configuring security trusted sites
On Internet Explorer, you must add the Middleware server in "Trusted sites"

3) Scalability.
Limitation to 5000 users for Telephony and One Number services.
Scalability to 10 000 users for Telephony services and One Number is not available in the actual release.

4) Tandem
Tandem is not a feature fully supported by Telephony services application.

5) Authentication
NTLM version 2 is not supported.

6) DNS name(s) must be used when installing Alcatel-Lucent OmniTouch UC server(s). In this case Alcatel-Lucent OmniTouch UC server(s) IP addresses can be changed if necessary.

7)Citrix
My Instant Communicator, Teamwork service and PCmultimedia (PCMM2) are not supported on Citrix.

8) Abbreviated .Numbers by Range
Not supported by OmniTouch UC

9)PDA
Landscape format for PDA interface (through SmartPRS) is NOT supported

10) Localization
TTS quality issues with Cantoneese TUI

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11) XP support
Only 32 bits version is supported

12) **High availability feature (HA)**
This feature provides a global redundant solution thanks to RHES Clustering.
The feature is under PCS process.

If you intend to use HA in the future and if you migrate for a precise version, it is advised to use the boot CD to install the LINUX as for hard drive partitioning will then be ready for HA installation. (version : HA 2.0.000.009)

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3.2 Windows Vista limitations and restrictions

3.2.1 Hardware requirements

PC must be compliant with Windows Vista requirements

3.2.2 Windows Vista versions supported

- Vista Enterprise, Business and Ultimate are supported in this release.
- **Windows Vista 32 bits editions only.**

3.2.3 User rights

- Local administration rights are required for installation as for XP.
- standard user rights are sufficient for use of applications

3.2.4 Telephony Services – IP Softphone

The following restrictions apply:

- Soundcard or USB headset must be Windows Vista ready

  For information, GN Netcom headsets update for Vista is available here :
  ➔ http://web.gnnetcom.com/FR/FR/MainMenu/Support/Windows+Vista.htm

IP Softphone encryption and VLAN feature are not supported on Vista nor Windows 7.

3.2.5 A4980 On line Help not available

This is due to the fact that in Vista the file "winhlp32.exe" is no more available.

Microsoft proposes as a workaround for this issue to download and install winhlp.32.exe. Please refer to the following link:

http://www.microsoft.com/downloads/details.aspx?displaylang=fr&FamilyID=6ebcfad9-d3f5-4365-8070-334cd175d4bb

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3.3 Windows 7 limitations and restrictions

WINDOWS 7 IS NOT SUPPORTED IN R5.1.

3.4 Telephony services - One Number services - Messaging services Restrictions and Workarounds

Keyword	Description	More informations	Type
Exchange plugins on Windows 2003 SP2	On Windows 2003 SP2, the following pack is included : The Windows Server 2003 Scalable Networking Pack which contains stateful and stateless offloads to accelerate the Windows network stack.	Plugins are not answering correctly. If so, deactivate this new functionality on Windows 2003 server with command : **Netsh int ip set chimney DISABLED** or additional information, please refer to : http://support.microsoft.com/kb/912222/en-us	Workaround
Exchange 2007 plugin	**crms00114046**：UC Plugins do not work on new Exchange 2007 Cluster mode (CCR)	Exchange plugin only supports Exchange 2007 Cluster in Single Copy Cluster mode (SCC)	Restriction
Extensions Outlook	Utilization of Word as email editor in Outlook XP SP3 will cause a security alert on each new created message. This is a restriction due to Microsoft Security for Outlook.	To avoid it, the only way is to not try to create the alcatel toolbar in the new message. To do so, please launch the unregisterwordmail.reg file which is present in the Extensions/MyExtensions folder after installation.	Workaround
Extensions	In case of NTLM authentication, the UC server must be defined in your Internet Explorer trusted locations.	This is due to an Internet Explorer, else the user will be prompted to enter his UC login/password	Workaround
Extensions	If the client extensions are installed providing an IP address for the UC server, the Windows client must use a DNS and this DNS must be configured properly (reverse lookup).	A name resolution is done by the client because of some applications restrictions (web softphone with RHES must be accessed by FQDN address)	Workaround
Extensions Lotus	Lotus Notes coupling configuration: All addresses referencing the UC server location must be defined as FQDN, not as IP address. Domino Server : notes.ini	Telephony Services Lotus (UC tomcat server) : coupling.properties	Workaround
Lotus extensions	**crms00137930 :** With Lotus Notes installation in multi-user configuration, Lotus Notes won't start after installing the extensions.	Extension installation will create à notes.ini file in the Notes program directory (`program files/IBM/Lotus/Notes`), which contains only one line "EXTMGR_ADDINS=eccunreadsyn.dll". Remove this notes.ini file and add the line manually in every user's notes.ini file	Restriction workaround

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TTS	If you want TTS languages English UK and English US in the same installation, you must modify the file : <Install Path>/Media_Server/eCC/bin/eccrs.conf to change the default English	# # ENGLISH # LH_TTS_LANG_BRITISH_ENGLISH 0 LH_TTS_LANG_US_ENGLISH 1 LH_TTS_LANG_AUSTRALIAN_ENGLISH 2 Replace 1 by 0 and 0 by 1 Result: # # ENGLISH # LH_TTS_LANG_BRITISH_ENGLISH 1 LH_TTS_LANG_US_ENGLISH 0 LH_TTS_LANG_AUSTRALIAN_ENGLISH 2	Workaround
Vista	Please refer to the specific Vista limitations and restrictions section		Restrictions
Admin	**Crms00097161 (XTSCe90809)** : service tomcatd has to be restarted after adding new attribute in UDA	By WebAdmin add a new attribute on the UDA.To be sure that the new field appears if a search is done and to avoid differences between the Application Servers it is necessary to do a "service tomcatd restart" on each Apllication Server.	Workaround
Compatibility A4635.	**XTScf049896 :** 5.4.0 version of A4635 not working with OTUC.	OTUC 5.0 is not compatible with A4635 5.4.0. Take the 5.4.2.	Restriction
SmartPRS with mobile 6	**crms00114229 + crms00114741** : SmartPRS: Displaying problem after login SmartPRS with mobile 6	**Mandatory config. on Mobile 6:** Configuration to do on customers PDA : set “Fit to screen” view mode in your Internet Explorer on Windows Mobile 6 Professional. You can set it by Menu->View->Fit To Screen	Workaround
Sametime extensions	**crms00156534 :** MyIC Sametime embedded in Lotus Notes 8.0.1: Automatic plugins installation does not work. Plugins have to be installed manually		Restriction

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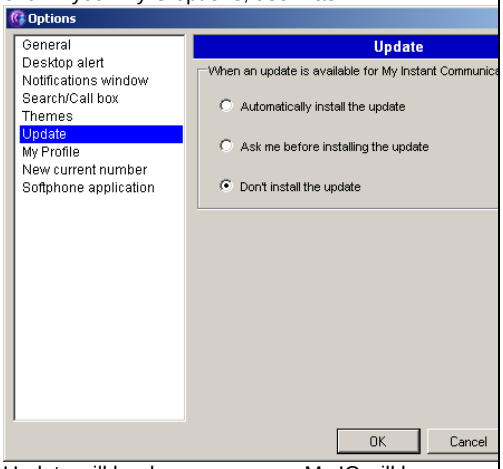
3.5 My Instant Communicator Restrictions and Workarounds

Keyword	Description	More informations	Type
My IC PC	IE configuration	In order to make My Instant Communicator work correctly on PC, you will have to put OTUC and MyTeamwork servers in your Trusted sites of Internet Explorer	Configuration
My IC PC	Login	IC-PC : Can't sign in if password contains character €	Restriction
My IC PC	Multiple toasts in case of A4980 and extensions	If an UC user has launched simultaneoulsy 4980 or the Extensions and My IC PC two toasts may be displayed on the client PC on incoming call. **How it works** : If My Instant Communicator is installed **AFTER** A4980 and the extensions on the PC, on the first connection with My Instant Communicator, toast for 4980 and Extensions will be **automaticaly disabled**. **BUT** : If user installs A4980 or the extensions after first connection to My Instant Communicator, then two toasts will be displayed on incomming call on the client PC. User will have to disable manually the toasts in extensions and A4980.	Info
My IC PC	**Automatic update**	**crms00104364** : In order to use My IC, with server 5.0.001.56x, My IC version must be 1.5.x. Thus, even if your MyIC options, user has  Update will be done anyway, or My IC will be stopped if upgrade canceled by user.	Info
My IC PC	**crms00106343 :** bad toast in grey-purple theme after uninstall/install for domain users	When installing My IC do not chose the Gray purple skin at installation time. If you wan to use Gray-Purple, modify the skin in the options menu AFTER installation.	Restriction and Workaround
My IC PC	**Unable to have A4980 and MyIC is running at the same time**	**This is a normal behaviour**	**info**

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Branding	**MyTeamwork**	Apply a new branding manually to replace “My Teamwork” wording by “Teamwork Services”	Workaround
Ttraditional chinese	**crms00155828 :** IC_PC:Traditional chinese character diplays error on Logon window	On Login page of My IC, you may have troubles understanding “login” and “password” (login is the up part / password the lower part). Once you have checked the automatic login, the problem will not be visible anymore.	Restriction Workaround
MyIC/Sametime	**crms00182097 : Issue with “Send IM from the session balloon”**	**Collaboration server : Sametime 8** *** **User A call User B.** **User B take the call => Session balloon opened.** **User B try to send an IM to user A via the session balloon => Nothing happens.** **Moreover after that, you can't change the MyIc status.** **You have to restart Sametime client and MyIc client.**	Restriction
My IC PC	Automatic update	Auto update asks for a reboot of the PC, if installed IC-PC version is less or equal to 1.4.000.000. If installed client version is >= 1.5.000.000 (some alpha users for example), there is no reboot anymore.	Info

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4 Known issues fixed in this release

4.1 Telephony services - One Number services - Messaging services related issues

4.1.1 Known major issues fixed in release 5.1.000.586:

In order to help Business Partner to identify fixed issues in Maintenance Versions, issues considered as most relevant and pertinent will be published on the Alcatel Business Partner Web Site (BPWS) at URL http://www.businesspartner.alcatel-lucent.com/ in section :
Support -> Technical Support IP Telephony -> Problem report
These issues are highlighted in the following table

Tracking ID	Siebel Service Request	Description
crms00213781	1-104884121	TUI language in Dutch, does not say the time of voice message received
crms00211307	1-104177551	MyIC : automatic pick up on voicemail system CallBack, and the message is broadcasted on the phone Loud Speaker
crms00181708	1-96763511	German umlaut characters are not shown in 4980 client when calling from a different node through ABCF
crms00213297	1-104862809	A4980 get closed when clicks on call-log display directory pop-up information
crms00213304	1-104496267	Issue: A4980 get closed when the LDAP user search with alphabetical letter ?a?
crms00207458	1-103790091	My IC pop-up window expose all the options, but none are enabled.
crms00200244	1-102080531	Internal server error on PSP using OTUC crendentials
crms00198535	1-101037421	PRS service stops often
crms00199128	1-100341971	Users were not able to access VM with 4635.
crms00194785	1-100216151	OTUC : calback request doesn't work in nomadic mode.
crms00197167	1-100899641	A4980 crashes and makes windows hang when after the incoming call from secret idendity
crms00199658	1-102080191	Dashboard does not respond anymore.
crms00201584	1-101921401	Voice Homepage does not complete remote call
crms00227372	1-106875501	Upgrade OTUC HA procedure: after the upgrade when the service is running on the standby there is no more events reported.
crms00201585	1-102613361	A4980 : localization trouble on forward
crms00206296	1-103393087	Incorrect message comes up on inbound calls to 4980 softphone
crms00209714		Impossible to install HA after an install with boot CD 20-21-22

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crms00205342		A4980: grpware.dic file - wrong translation items
crms00201747	1-102200221	TUI en_GB broadcasts sometime "pound" instead of "Hash"
crms00201928	1-102549761	MYIC : headset Plantronics DA45/D261 USB doesn't work correctly.
crms00185742		OTS crash and lose CSTA Connection
crms00185023	1-98345271	Forwarding VM by emaill not possible without recording a message in IM
crms00117020	1-85823081	MyMessaging-TUI/User manual for TUI or function is not ok
crms00204843	1-102816541	Request to correct the TUI documentation

4.1.2 Known major issues fixed in release 5.1.000.585:

Tracking ID	Siebel Service Request	Description
crms00135036	1-89240987	OmniPCXTSA logs not saved in HA context
crms00152411	1-91913031	after deleting the user from OTUC, the other members in the same group can see the deleted user in their Groupware
crms00152405	1-91959975	after deleting the user from OTUC, the other members in the same group can see the deleted user in their Groupware.
crms00160677	1-93746771	Ask him to call me back option greyed
crms00174088	1-96015871	unable to uninstall extension after upgrading outlook to 2007
crms00178542	1-97141921	MyPhone / Profile Configuration not working
crms00180326	1-97194781	Cannot display Chinese name correctly when use A4980 to searchexternalLDAserver/
crms00179999	1-97320911	In Microsoft Outlook (2003), Telephony services not working
crms00187725	1-98053691	Pop-up toaster shows "unknown name" for incoming calls
crms00187108	1-99053441	AA : transfert to to any extension fail. UC cancelled the call.
crms00187011	1-99099261	export button half visible only in mass menu when admin page in French language
crms00188501	1-99520946	Contact Card is Created When caller has enabled Secret Identity Irrespective of Contact card creation disabled In Outlook.
crms00191512	1-99769611	MWI notification stopped working
crms00190480	1-100018391	OneNumber Service getting deactivated automatically
crms00192707	1-100575626	My IC does not show other than call icon, when searching a user
crms00193033	1-100673291	unable to make call using TUI remote mode feature
crms00193158	1-100683531	On the AA when you use the" transfert_By_Number" the number of the ext. is play.

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crms00193023	1-100765061	In 5.1.000.583, after installing the -Hotfix_crms00182969.zip,UTF8 phonebook entry problem in A4980
crms00194454	1-101051531	event server doesn't work because the domain name doesn't have TLD.
crms00195007	1-101123105	websoftphone's program keys labels shows empty after hotfix installation(Hotfix_crms00182969_5.1.582_583)
crms00197158	1-101173891	OTS crash not able to connect to port 3595 ACAPI corba error -5010 /1-101173891
crms00197547	1-101587771	Entire list of options are not exposed for a searched user if it is assigned teamwork server rights
crms00198658	1-101730531	users with italian language shows an error in homepage

4.1.3 Known major issues fixed in release 5.1.000.584:

Tracking ID	Siebel Service Request	Description
crms00126204	1-87509862	OTUC MyMessaging : Server receive a lot of msg since the patch update.
crms00130473	1-88289907	Incorrect prompt on TUI access to mailbox when plugin does not respond
crms00137930		After Lotus Notes extension installation, it's no more possible to launch Lotus Notes. Lotus Notes (release 8.0.1)
crms00145294	1-90712987	MWI not working some times, issue happened so far for 3 times for last 3 months.
crms00150977	1-92259821	Incorrect Lotus extension installation when notes.ini cannot be found
crms00154813		UC R5.1 Chinese localization blocking point on WebSoftPhone and IpTouch.
crms00156869	1-93311541	My-IC does not check for update while connecting or running
crms00161455	1-94072855	OTUC 581 (XML API) & OXE spatial redundancy When CS MAIN basculs to CS STAND-BY, synchronization is lost :
crms00162455	1-93741701	4980 / PC frozen on Network outage
crms00167001	1-94719771	Once in two weeks, the user's homepage URL is not accessible
crms00167120	1-95221401	My Messaging AA submenu Timeout is not working
crms00167440	1-95302493	OTUC Lotus Notes client extension has an error if it use Discover folder.
crms00170229	1-95570848	Insert into phonebook function from Call Log does not include the number using A4980
crms00171334	1-95478631	Letters are not translated well when Scandinavian characters are used in phone book using A4980
crms00172281	1-95583628	MYIC/No hint during installation that Win Vista 64 bit is not supported
crms00173748	1-95027829	OTUC R5 / AA in Spanish reads message in Mexican in the welcome box
crms00175989	1-96574251	Sometimes changes on the WebAdmin take very long time.
crms00177236	1-96724108	welcome message for Spanish (es_ES) is not played in AA

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crms00177240	1-96716765	MY IC incoming and outgoing call popup NOK
crms00178859	1-96879651	Contact Card In Outlook does not pop-up in limit cases.
crms00179143	1-97412021	Unable to login if external login name has German special characters in LDAP authentication setup
crms00179700	1-97250231	Unable to create new users in OTUC (postgres issue)
crms00180461		Arabic language: ISO instead of UTF-8
crms00180726	1-97835461	Trouble with multi device when we put the ip touch out of service
crms00182323	1-98175563	Modifications of user settings on Webadmin taking too long time
crms00182969	1-98090701	websoftphone phone book not usable after changing the A4980 client language from English to German.
crms00183477	1-98065847	OTUC 3+1 : Access to homepage fails when connecting through AS secondary
crms00184465	1-98018001	A4980-->Tools, "Modification of Password" does not try to open any browser
crms00185645	1-97945461	Sametime plugin installation error
crms00186230	1-99082301	OTUC 5.1 MyPhone / WebPhoneSetProgramming Error with AOM14
crms00187604	1-99407831	Some My IC automatically answers the incoming call from CLI masked user
crms00189622	1-100018301	OTUC 5.1 MyPhone / Websoftphone Softkeys UTF-8 Error
crms00191623	1-100396131	OTUC 5 HA MyPhone / WebAdmin : DTA Server cannot be reached
crms00192256	1-100495751	OTUC users cannot login (websoftphone)

4.1.4 Known major issues fixed in release 5.1.000.583:

Tracking ID	Siebel Service Request	Description
crms00177572	1-96110721	Numbers not read properly in transfer by number block
crms00177352	1-97113871	The TSA deamon restart every few minutes with signal 11
crms00177241	1-96445731	Regular Voicemail notifications/Outlook extensions blockage
crms00176595	1-96716751	My IC automatically answering the incoming calls randomly
crms00174074	1-96398221	Unable to create a user with Voice mail account of user has charatcters ?,? or ? in first name or name or voice mail account name.
crms00173225	1-96218853	Security leak in OTUC Outlook extension.User credentials aren't encrypted.
crms00173160	1-96016081	If "Do not disturb" from MY IC, it takes more than 1 Min 15 seconds to enable this rule and MY IC is not accessible during this period.
crms00172277	1-95738443	Impossible to create UM Mailbox
crms00172263	1-95583621	Automatic update of 4980 not possible if UAC is activated

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crms00171471	1-95670771	OTUC/ Webadmin, management of accounts in the WebAdmin is very long.
crms00171315	1-95998071	OTUC does not synchronize phonebook
crms00170896	1-95931281	My IC : error message pop up daily
crms00169477	1-95517231	4980 update error in windows vista
crms00168674	1-95552571	TS phonebook is sometimes empty
crms00168252	1-95516531	Balloon not refreshed after deleting missed call on My IC
crms00168038	1-95459201	My IC automatically picks up incoming call from CLI masked user.
crms00167483	1-95302151	My IC automatically picks up incoming call from CLI masked user.
crms00166918	1-93975681	Old user's first name displays on WebSoftphone
crms00166416	1-95143701	IC can't add new contacts in SameTime
crms00166399	1-95155151	MyIC menu does no longer open by right clicking on systray icon
crms00166282	1-95098048	MyIC : Installation options not set after deployement
crms00166280	1-95095071	notification is not working
crms00166260	1-91360021	IPDSP not strat with encryption
crms00166142	1-94695375	OTUC NOMADIC IP with VLAN client no Voice Flow
crms00166076	1-95104282	cut of communication and reset
crms00165752	1-95007931	OTS manager plugin (Plugin 4980) not working
crms00165706	1-94972141	My IC automatically picks up incoming call from CLI masked user.
crms00165363	1-94917511	OTUC/ impossible to start plugin 4980
crms00165357	1-94913219	Menu closed too quickly on MY IC
crms00165312	1-94819701	Unable to create an admin user with numeric characters in external login field.
crms00164677	1-94788395	baloon session blocked
crms00164570	1-94788041	MyIC, call transmit, session ballon not refresh.
crms00164482	1-94778851	tsa manager plugin does not work in OTUC 5.1-000.581
crms00164480	1-94747403	HA: pb connection tomcat framework et flexlm
crms00164143	1-94640891	OTS manager plugin (Plugin 4980) not working
crms00164138	1-94573058	My IC automatically picks up incoming call from CLI masked user.
crms00164108	1-94487227	Otuc does not synchronize phonebook
crms00164098	1-94571945	MYIC presence not working if no Teamwork.

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crms00163642	1-94445566	How to increase POPUP time of MY IC tray ICON
crms00163501	1-94607049	IPDSP v3.0.0.8 & Crypatge, IPDSP not able to connect with some KPUB
crms00163323	1-94545191	OTUC : Tomcat crash on outlook coupling side.
crms00163300	1-94073041	Crash of Outlook after Extensions installation
crms00163259	1-94439573	Traditional Chinese language display issue
crms00163234	1-94383291	BookMark URL does notwork if created from websoftphone
crms00162743	1-94498071	MYIC: VOIP Stack wizard bad field translation.
crms00162391	1-94365193	Transfer to desktop option during call in MY IC ballon session
crms00162308	1-93986914	WebAdmin TSA Manager Plugin
crms00162213	1-94392783	upgrade in 5.1.581, Voip_Plugin_Update wasn't deployed on AS secondary
crms00162113	1-94213695	OTUC : supervision & OXE statial redundancy
crms00161607	1-93741791	MWI activation fails
crms00159285	1-93698672	Wrong display of search text box and tooltip window if taskbar set on right or left
crms00158392	1-93188531	MyPhone / qmcdu lines from PBX are not loading after nightly synchro
crms00156557	1-93261063	unanswered incoming call not removed from balloon list.
crms00155317	1-93037048	Inconsitency between OXE and OTUC phonebook
crms00154546	1-92191111	unable to configure certificate for external ldaps server certificate with InstallCertificates.sh
crms00153593	1-92712834	AA: No prompt played in "Transfer by Number" block.
crms00153483	1-92724311	No uppercase character displayed in WSP.
crms00152343	1-92448081	MY IC error "One ro more services not available"
crms00151404	1-92380091	My-IC : Unable to send DTMF on incoming call
crms00151232	1-92361075	Send email with My IC works wrong on conference mode
crms00150416	1-92180424	TTS for catalan reading AA blocks in english
crms00150389	1-92226931	BP description : with MyIC 1.8.04, while receiving a call it is not possible to add contact
crms00148879	1-91964956	Error Popup for call emission
crms00145294	1-90712987	MWI not working some times, issue happened so far for 3 times for last 3 months.
crms00145116	1-91189641	MyMessaging setup
crms00144765	1-91139316	EXT : Outlook frozen
crms00140859	1-90416008	VoIP plugin download page should include warning inviting to restart browser

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crms00140856	1-90365111	incorrect language in "connection mode" window after login to WSP
crms00137603	1-89686571	MY IC login status not visible when Black theme is chosen.
crms00137422	1-88840621	Lotus Extension : contact popup not working properly
crms00136584	1-89537181	some line wasn't load on the OTS during the automatic night synchro.
crms00136391	1-89488721	OTUC Empty Phonebook on each 4980 Client
crms00131404	1-86742691	OTUC does not synchronize phonebook
	1-1958678	Secondary Media servers show up as PM not SM on site connections
crms00140426	1-90306891	Login failure for callURL where remote site authentication is not consistent
crms00172317	1-95147011	Uninitialized variable when no video mcu type specified - prevents P2P video
crms00174648	1-96338161	PPTX (Powerpoint 2007) files which are converted successfully in a web presentation are unable to be recorded and played back
	1-94798681	Calendar invitation fails to open due to bad formatting of VTIMEZONE
	1-94798681	Need to update ics_ical.xsl to handle missing NZ timezones
crms00177236	1-96724108	welcome message for Spanish (es_ES) is not played in AA
crms00167440	1-95302493	OTUC Lotus Notes client extension has an error if it use discover folder.

4.1.5 Known major issues fixed in release 5.1.000.582:

Tracking ID	Siebel Service Request	Description
crms00165639	1-94993021	HA Upgrade fails from 5.1.000.566 To 581
crms00162598	1-93820913	Supplementary information not displayed for a user searched on 4980
crms00161876	1-94325807	Unable to upgrade to 5.1.000.581
crms00158939	1-93741781	HA - MyIC : URL switch from virtual to physical server FQDN
crms00157871	1-93319551	Numbers starting with # can not be dialed from IC call box.
crms00156911	1-93303578	Outlook Extensions in Catalan Language
crms00156341	1-93222797	MyIC : No option available
crms00156171	1-93186691	ICS 6.0 : Error message on My IC PC after login successful
crms00154414	1-92820781	utf8 characters are not translated when imported to 4980 phone book
crms00153801	1-92660921	SIP Services show busy when TOS enabled
crms00153475	1-92155401	Lotus Extension msi deployment_advanced search values deployment

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crms00153313	1-92524821	bad display for additional ldap fields when doing a search in 4980
crms00153087	1-92650411	Hidden Bookmarks Tab in homepage of the user
crms00152802	1-92568141	Microphone volume switches to 0 on incoming calls (Lenovo laptop)
crms00151801	1-92422591	OTUC5.1-Instant Communicator: Confusing message for end user if nomadic is already started/5.1.000.574
crms00151443	1-87079663	3 files removed during outlook extension installation
crms00150962	1-92307936	Otuc MyIC 4980 : 4980 crash when you start it from MyIC.
crms00150637	1-92249971	Not possible to start MyIC client
crms00150389	1-92226931	with MyIC 1.8.04, while receiving a call it is not possible to add contact
crms00150377	1-88343611	DTMF by abers to sip provider isn't OK
crms00150051	1-92163021	OFS : add netpbm-progs-10.25-2.EL4.6.i386.rpm in OTUC Boot CD
crms00149333	1-91609451	Webadmin : unable to add second line for multidevice
crms00149323	1-90889931	Webadmin : unable to add line for multidevice
crms00148888	1-90480391	OTUC 4980 : It is not possible to configure 4980 multidevices
crms00144543	1-90852071	4980 update error in windows vista
crms00143793	1-90964252	When changing Page Size in webadmin=>Provisioning=>Administrators we got a Page Error with IE.
crms00142763	1-90643615	Search/Call box not shown in windows vista Business Edition
crms00142001	1-90630161	User creation failure in API FW
crms00140307	1-89808521	Unable to pick call from Softkey on 4980 with Plantronics CS60 USB
crms00138981	1-89937385	Hidden Bookmarks Tab in homepage of the user
crms00138891	1-88610303	Error message on MY INSTANT COMMUNICATOR
crms00138231	1-89764161	Help button on Lotus Notes extension not working
crms00137738	1-89706665	Help window cannot be maximized from WebAdmin
crms00137151	1-89664041	Not possible to launch 4980 from MyIC when PCMultimedia
crms00136899	1-89526293	Impossible to delete the dialing rules
crms00120107	1-85455301	The number 9 properly it says it as ?ninny? instead of ?nine?
	1-75889751	Available Time Slots calendar legend does not show properly in Firefox or Safari
	1-86846464	Prompt set upload causes MCU restart
	1-93614431	Audio Port Limits within the System Options not calculating correctly
	1-92563371	the ecs users rich_presence_engine and ec_service_presence_publisher are

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		flagged as duplicates

4.1.6 Known major issues fixed in release 5.1.000.581:

Tracking ID	Siebel Service Request	Description
crms00153642	1-92739831	OTUC HA: error with the deployment file.
crms00147690	1-91638946	OMNITOUCH UC SYNCHRONISATION ACAPI MANUELLE APRES BASCUL CPU
crms00137411	1-89708331	HA has failed to relocate service to another server
crms00150116	1-91929582	UTF8 characters suppressed while adding in 4980 Phonebook
crms00145289	1-91226221	VXML License not released
crms00137740	1-88245611	2 Vxml ports are always blocked in OTUC 5.0.001.563
crms00149990	1-92111601	Javascript error with IE when display 100 users in webAdmin
crms00147712	1-91657741	VXML ports blocking for every 20 days
crms00149249	1-91960661	Name modifications not disseminated to other OTS
crms00148969	1-91991624	Webadmin : configuration of Sametime service not working properly
crms00147253	1-91656111	After uninstalling MS we have to delete /etc/init.d/ecc* file by hand
crms00151446	1-92393157	MyIC,sess.ball. call back not available in ringing status
crms00147637	1-91749751	No Call back nor voice mail mail deposit available on in ringing status on My IC 1.8 session balloon
crms00142003	1-90630190	FW user creation with MyPhone rights
crms00143651	1-90946821	Outlook closes imediately after start-up if the extensions are installed
crms00151441	1-92387054	MyIC,sess.ball. clear call/onhook not available in ringing status
crms00152206	1-92511885	OTUC MyIC : Bad refresh of the MyIC display
crms00144618	1-91101271	MyIC notification message not rightly displayed when the task bar is automatically hidden.
crms00144038	1-91017341	My IC Tooltip completely hides MY IC icon
crms00145294	1-90712987	MWI not working some times, issue happened so far for 3 times for last 3 months.
crms00140308	1-89294871	Stationary file disappear & is saved in Drafts folder
crms00140819	1-90381883	Dutch : Wrong translation on TTS prompts
crms00150019	1-91436377	User with Voice mail Only can still access emails from TUI

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crms00142140	1-90614617	Funciton to deactivate reading of email by TUI doesn't work
crms00150702	1-92211203	Voice mail only settings does not avoid listening email by TTS
crms00136102	1-89431581	OTUC - Cannot answer IM using MIC on PDA through smartprs
crms00141169	1-90428671	Translation mistakes (Swedish)
crms00140857	1-90365333	VoIP plugin download page not fully translated in German
crms00138163	1-89553375	Wrong name in UDA folder for OTUC with Czech language
crms00107644	1-83927701	MyPam in spatial redundancy fails when basculed
crms00134136	1-88737531	OTUC My Messaging greeting recording failure
crms00132925	1-88627913	Wrong translation of TTS, dashboard & outlook extension terminology for spanish language
crms00130684	1-88151875	Incorrect behavior on Text to speech
crms00130471	1-88012559	drag&drop blocks MyIC client
crms00131975	1-88579658	Default value in file EXCHANGE-Config.properties
crms00117547	1-85869423	OTUC R5 / Wrong DTMF search when searching by name in Voice IT application
crms00117565	1-85913988	Documentation Call Server Management.
crms00137987	1-89785991	OTUC AA : impossible to configure more than 22 AA entries.
crms00110607	1-84717481	Defaut OTUC R 4.0 : pb création AA
crms00131792	1-88403131	4980 search do not work if the names have ???
crms00103317	1-83594671	4980 LDAP Search with German Umlauts does not work properly
crms00146650	1-91473151	4980 : Finnish characters set not displayed
crms00112786	1-84909481	OTUC5/MyPhone:4980 can't find any names with german special character in mainwindow /5.0.000.551
crms00143790	1-90938961	AT - OTUC German umlauts are not correctly displayed after an upgrade to Rel. 5
crms00096736	1-81524098	A4980 does not dial properly when an addressbook contains telephone numbers with whitespaces
crms00099375	1-70406339	OTUC/4980 thick client is blocked if a mail is opened thru mapi coupling
crms00157114	1-93386371	OTUC : fail of the R5.1.580 installation
crms00034897		Acapi no more working after a bascul

4.1.7 Known major issues fixed in release 5.1.000.574:

Tracking ID	Siebel	Description

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	Service Request	
crms00141958	1-90610929	OTUC VoIP doesn't start correctly with the WSP
crms00140307	1-89808521	Unable to pick call from Softkey on 4980 when Plantronics CS60 USB Headset used.
crms00139062	1-89321881	voip plugin fails when nomadic ip mode is selected in websoftphone
crms00138776	1-89991361	Need new licence access for freedesktop application
crms00138758	1-89685961	voip plugin fails to install when websoftphone is opened in IP Nomadic mode
crms00138232	1-89764211	wsp call log button not highlighted on mouseover
crms00138152	1-88508081	4980 Crashing /PC Freezes after migrating from 5.0.001543 to 5.0.001.563 & now with 5.0.001.566
crms00137151	1-89664041	Not possible to launch 4980 from MyIC when PCMultimedia
crms00137058	1-89475171	Telephony Services TUI Remote mode option 2 is not working
crms00136554	1-89431585	OTUC - Nomadic cellular mode is activated with wrong number when login into MIC on PDA
crms00136436	1-89495401	TUI read sender email address as ?Unknown sender" instead of ?email ID? for Email access via TUI if the sender is a non OTUC user
crms00135537	1-89335563	A4980 will not update lotuscontact directory files to the latest version
crms00135362	1-89203311	A4980 won't start after upgrade
crms00135341	1-89174135	OTUC IP nomadic close the A4980 immediatly after the start.
crms00134966	1-89095531	OTS link cuts and comes back every 4 minutes
crms00134808	1-89158501	TUI - IMAP4 :subject et content empty
crms00134276	1-88916871	Spanish TTS play prompts with English mix
crms00133698	1-88972806	A4980 client fails on startup if the Visual C++ 2005 runtime is not installed
crms00132837	1-88080073	Issue with Spanish TTS prompt
crms00132362	1-88080067	Subject field is not recognized from TUI
crms00131973	1-88579577	OFS Fax : add netpbm 10.25-2.EL4.6.i386.rpm in OTUC Boot CD
crms00131817	1-88482973	OTS is restarting continuously
crms00131792	1-88403131	4980 search do not work if the names have ???
crms00130939	1-88080079	TUI read sender email address as ?Unknown sender" instead of ?email ID? for Email access via TUI if the sender is a non OTUC user
crms00130763	1-88351306	OTUC MyIC : bad working of my UC on one PC with power user right.(MY IC)
crms00130284	1-87991119	Cannot modify Presentation Server applications created after 10th application
crms00129430	1-88121391	MyPhone evolution request on VAD desactivation
crms00129239	1-87827331	Bad settings of OTS data at first setup

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crms00129206	1-87639461	ldap authentication does not work when there is a space in OU.
crms00128537	1-87992477	Wrong display on IPtouch for OTUC TUI services consultation.
crms00128402	1-87884661	OTS crashes nearly every hour
crms00128110	1-87861111	unable to start A4980 in nomadic VoIP mode
crms00126901	1-87259068	OTUC 4980: impossible to start a 4980 user on the port 3596 if you don't specify the port.
crms00126441	1-87315111	MyIC : Slowdown on startup if no write rights on Program Files
crms00126410	1-87599960	Randomly, 4980 does not start from My IC
crms00126069	1-87349261	MyIC : Unable to select as device "Personal Computer"
crms00126003	1-86717507	DATABASE FREEZES AFTER ADDING 40+ USERS MANUALLY FROM WEBADMIN
crms00124815	1-87293871	EXT-WSP Nomadic IP : request server access information
crms00124813	1-87251541	WSP-EXT : device choice page is displayed once
crms00124732	1-87034741	UM do not send any mail when a Live recording is done for 30 minutes
crms00124266	1-86641992	6 server config : incorrect display in supervision console
crms00120380	1-86484846	All TUI numbers are in busy state
crms00120316	1-86395651	supervision console : incorrect status display in 6-server-config
crms00117288	1-85857317	OTUC MyIC: impossible to launch Softphone through the MyIC if you are PCMM.
crms00116998	1-85813683	OTUC/R5.0 MyPhone / WebAdmin impossible to change his own WebAdmin password
crms00112786	1-84909481	OTUC5/MyPhone:4980 can't find any names with german special character in main window /5.0.000.551
crms00111911	1-84962271	user email address check in webadmin does not comply with RFC2822
crms00111094	1-84858571	CR Paca :suivi du nombre de process postmaster qui augmente
crms00110663	1-84738191	Lost of external authentication parameters after upgrade.
crms00107644	1-83927701	MyPam in spatial redundancy fails when basculed
crms00106640	1-84252691	TUI : No more answer when calling any service
crms00103317	1-83594671	4980 LDAP Search with German Umlauts does not work properly
crms00100663	1-83129553	Unable to install the extension on Vista with UAC
crms00100312	1-82948871	OTUC Softphone : list of the number called last doesn't works correctly.
crms00100300	1-83016791	OTUC Softphone: impossible to start directly nomadic IP, the 4980 stop.
crms00100137	1-82979636	OTUC Softphone : bad working of the profil for the directory feature.

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crms00100120	1-82978407	Prob MyIC Client BOUYGUES Holding
crms00100035	1-82953775	OTUC4.1/MyPhone:UDA from WebSoftphone is shifted-layout not ok/4.1.0.32a
crms00097462	1-81458553	Supervision : wrong OTS status

4.1.8 Known major issues fixed in release 5.0.001.566:

Tracking ID	Siebel Service Request	Description
crms00126247		My IC - Explorer.exe cannot start
crms00131792	1-88403131	A4980 search do not work if the names have ???
crms00112786	1-84909481	MyPhone:4980 canot find any names with german special character in mainwindow
crms00103317	1-83594671	A4980 LDAP Search with German Umlauts does not work properly
crms00128110	1-87861111	Unable to start A4980 in nomadic VoIP mode
crms00116607	1-82509251	A4980 LotusContact search not working properly with Lotus Notes 7
crms00118676	1-86130877	A4980 crash whith error message when the application is started
crms00130763	1-88351306	MyIC : bad working of My IC on one PC with power user right
crms00126313	1-87575871	MyIC : display problems with large fonts DPI
crms00126410	1-87599960	Randomly, 4980 does not start from My IC
crms00125187	1-86540293	NTLM authentication not checking the password credentials.
crms00124984	1-86884641	No notification on password expiry for OTUC Internal authentication.
crms00124712	1-87133311	Text content of My Asssistant dash board for word "on busy" is in correct in spanish language
crms00124373	1-87194510	OTUC/R5.0 MyPhone / Nomadic does not work on Windows Vista one way connection
crms00123161	1-86974945	Websoftphone : search button doesn't work
crms00122453	1-86861761	OTUC MWI problem extension led who doesn't be synchronized by outlook.
crms00122007	1-86226563	My IC: error when selecting a user after a search
crms00121180	1-86627569	OTUC MYIC:Nomadic IP mode doesn't work after an upgrade from R5.0.1.562 to R5.0.1.563.
crms00120977	1-86258565	OTUC / 4645: bad management of the lock 194.
crms00120388	1-86378681	Some symbols in the new opened search field
crms00119955	1-86370221	My IC error popup on directory search
crms00117941	1-85861903	Outlook Extensions search will not work with UTF8 characters

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crms00116407	1-85653431	OTS Manager Plugin installation
crms00116256	1-84974426	OTUC Server crash (Tomcat) admin and user web page not available /
crms00115809	1-85536541	OTUC : TTS bad spanish translation
crms00114165	1-85331048	OTUC : installation of the OTUC crash at the application server.
crms00114163	1-85331268	unable to connect with A4980 client after disabling https
crms00114144	1-84195411	My Assistant filtering rules & My Phone CallLog
crms00113868	1-85272661	A4980 crash when starting with nomadic VoIP mode
crms00113335	1-85160531	MyIC : Popup void on dual screen
crms00113267	1-84904761	User management blocked after applying a template with My Phone parameters
crms00112627	1-84523431	4980 send a lot of UDP packets after OXE abnormal bascul - Compensar
crms00111700	1-84909487	OTUC5/All moduls/Misleading messages if dif.admins are working on OTUC, caused by OTS plugin/5.0.
crms00110407	1-84717201	Unable to install if last part of domain name contains a dash
crms00108588	1-84585151	Mass Provisioning,source just offer 10000 valid users instead no limits
crms00106380	1-83227711	First part of welcome message is played with the wrong TTS
crms00106219	1-83766111	OTUC :Nomadic IP doesn't start on the 4980.
crms00104886	1-83907917	ni uitalisateur ni admin peuvent se connecter sur l'OTUC merci d'assigner ? Pascal NIOT
crms00103975	1-83709961	WSP VoIP not working with IE7 and Firefox 2.0.x
crms00103187	1-83513451	OTUC/MyIC search bar disappears in the windows tool bar when press on escape key
crms00100655	1-83048325	ADMIN : Users registration/modification fails
crms00100597	1-83048329	Voicemail icon not updated after upgrade
crms00100300	1-83016791	OTUC Softphone: impossible to start directly nomadic IP, the 4980 stop.
crms00100137	1-82979636	OTUC Softphone : bad working of the profil for the directory feature.
crms00100107	1-82978435	Suite mise en place NTLM : pas d'info d'authentification dans page ADMIN : CLIENT HOLDING BOUYGUES
crms00100019	1-82498461	Read emails from TUI not working for IM user
crms00099375	1-70406339	OTUC/4980 thick client is blocked if a mail is opened thru mapi coupling
crms00098214	1-77258061	VOIP Plugins slow down the dashboard access with Firefox
crms00097211	1-82672271	Read Email from TUI not working for IM account
crms00095172	1-82496903	OTUC/My Phone : WebsoftPhone in VOIP mode is not launching the gaelic program.

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crms00094931	1-81678821	MyIC toaster are void
crms00094158	1-81164561	OTUC: MWI removal does not work after voice mail consultation from Outlook client
crms00093878	1-76010181	OTUC5/MyPhone:4980 crash if option Pop Up + Photo identity is activated/5.0.0.530a

4.1.9

4.1.10 Known major issues fixed in release 5.0.001.563:

Tracking ID	Siebel Service Request	Description
crms00118711	1-86139273	Altracer launch at the de Outlook extension installation
crms00118344	1-86030953	altracer.exe is poping when Outlook extensions are installed, installation cannot continue untill we close the altracer.exe window
crms00118342	1-85986983	altracer.exe is poping when Outlook extensions are installed, installation cannot continue untill we close the altracer.exe window.
crms00117555	1-85913661	OTUC MyIC: LDAP search doesn't work on users with UM account.
crms00112364	1-83949531	Security issue softphone UC R4.1 for customer x
crms00109558	1-84453961	MyExtension outlook, bad display of the n° in case of masking N°
crms00107648	1-84390437	OTUC UM: one way voice communication between IPT and UM.
crms00107545	1-82841571	Voicemail notification does not work
crms00106810	1-84242211	OTUC/ Websoftphone: no limit to 500 entries in the call log
crms00106704	1-84241727	OTUC :4980 update windows doesn't show all the text.
crms00105877	1-84068651	OTUC/error msg : DTA server cannot be reached in the WebAdmin
crms00104896	1-83886991	A "Password only" administrator in WebAdmin can delete users
crms00104585	1-83663291	OTUC Outlook extension toaster not working.
crms00104060	1-83679951	Tomcat_fax is [STOPPED]
crms00103842	1-83268221	ECS - PBX Presence - UC does not register in Myteamwork
crms00103184	1-83587142	OTS Manager closed, when we click on Websoftphone Make a call Tab on the profilemanagement.
crms00101370	1-82977831	PRS(version 2.0.0.4.2-139) problem: Only one terminal can see notification data on the appTab
crms00101307	1-83228435	Email address field in notification filter does not allow special caracters
crms00100300	1-83016791	OTUC Softphone: impossible to start directly nomadic IP, the 4980 stop.
crms00098258	1-82382605	Sametime plugin : no warning message if operation fails
crms00098079	1-74157151	OTUC/R4.1 MyPhone / ACAPI SecureConnection flag will not be set via the Java Applet / 4.1-000.031.a

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crms00097889	1-81764593	otuc 4.1 - lotus contact directory behaviour
crms00097686	1-81180581	OTUC IC: if 4980 started it is impossible to start nomadic IP.
crms00097204	1-82395021	Problem with My Assistant to open the web-surface (more than 5 min)
crms00096762	1-73811715	OTUC Extension Outlook : 3 party conference doesn't work if try to be made by Outlook extension.
crms00096698	1-79302651	OTUC Softphone: bad value in the file a4980cnp_mask.ini for the country code +41
crms00096632	1-79914811	OTUC5/Outlook extension:email attachments can sometimes not be seen if extension is active
crms00096306	1-82443691	I can create more than 5 IP gw on the webAdmin for nomadic IP.
crms00096174	1-82382663	Media server configuration : incorrect name for the One Number service
crms00094716	1-75182021	OTUC/WebHomePage Call Log Date Format
crms00094346	1-78857965	Nomadic GSM not activated on first request
crms00094222	1-82364529	Dial by name not working properly in My Phone TUI

4.1.11 Known major issues fixed in release 5.0.000.551:

Tracking ID	Siebel Service Request	Description
crms00095667	1-64575891	PBM WITH 4980 CLIENT DTMF
crms00095375	1-65169121	498 0 PHONE USER HAS PROBLEM WHEN INTERNATIONAL NUMBERS ARE DIALED - "PickUp Your
crms00095842	1-76288791	OTUC/4.1 // Problem to connect to productive system VW-Bank
crms00098143	1-76635051	OTUC/4980 Applications hangs when first call is an incoming call
crms00098343	1-76709141	OTUC/5/MyPhone: LDAP search of German special character in 4980 not ok
crms00098321	1-78203696	Noe application and TUI : No more access to the homepage
crms00094209	1-78204347	unable to login on TUI access after a dtad restart
crms00099171	1-78210845	Password prompt incomplete
crms00096019	1-78987291	A4980 search in outlook directory not working with special chars in name
crms00098675	1-79262075	Secondary telephone number missing for callback sender
crms00097899	1-79708471	getAvailableVoiceMailSystems results in INTERNAL_DTA_ERROR when no vm is defined
crms00096275	1-80014331	XML API recieved events.

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crms00099321	1-80084631	OTUC/ Websoftphone: no limit to 500 entries in the call log
crms00095600	1-80169549	Inconsistent installation path for different OTUC client components
crms00099019	1-80529998	OTUC R4.1.31B-WUR-HOLLAND : switching problem with C-Media USB handset
crms00097172	1-80547553	the Smart PRS causes IE to rebuild the page Every 10s which is not very ergonom
crms00095013	1-80583875	Unable to pickup call from the A4980 toaster
crms00098803	1-80885331	OTUC/ bad display of extension button in outlook with word 2003
crms00094266	1-81012151	Unable to remove the alternate absence greeting
crms00098799	1-81162480	OTUC/PC client load with MyIC and MyCurrentPhone = PersonalComputer
crms00096709	1-81402563	A4980 Nomadic GSM connection fails on remote TG overflow
crms00096004	1-81642451	Outlook extension doesn't do the popup //OTUC_1893//
crms00097754	1-81694631	Crash of UC pre-beta during the week end.
crms00096191	1-81790239	OTUC5/Outlook extension:Bad display of german characters in the toaster popup/5.
crms00098835	1-81822751	OTUC Single sign on
crms00094199	1-81918471	Intermittend createUser failure
crms00096735	1-81960301	createSubscriber does not block when creating a subscriber with non existing cos
crms00094697	1-82021277	HTTP error 404 when selecting My IC Help
crms00095848	1-82171990	OTUC - Sametime plugin : setup not working properly
crms00099598	1-82262851	More than 500 entries in CallLog
crms00095930	1-82311511	disable-ssl script will not disable sll for websoftphone /
crms00095385	1-82462147	.NET Framework 2.0 SP1 is not recognized by the MyIC Installer
crms00099887	1-82697948	OTUC/5.0-MyIC: Error displayed while consulting the Events Dashboard
crms00101191	1-82841901	OTUC-probl?me pour "dire" certains emails
crms00100133	1-82979631	OTUC Softphone : more info isn't working.
crms00100279	1-83009301	incorrect display in websoftphone on a forwarded set
crms00100651	1-83048281	NTLM authentication fails
crms00100596	1-83048289	Toaster : Specific national characters wrongly displayed
crms00103007	1-83545541	Outlook blocked
crms00103104	1-83565383	Outlook frozen
crms00103145	1-83586891	OTUC WSP : crash of the event server and DTA.

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crms00104877	1-83595581	OTUC : crash of the server.

4.1.12

4.1.13 Known major issues fixed in Release 5.0.000.543:

Tracking ID	Siebel Service Request	Description
XTScf05228	1-81460401	Bad supervision status of Tomcat/mwisynchro servlet in System status
XTScf04652	1-80547283	Smart PRS applications randomly block IE
XTScf04650	1-80504241	Smart PRS login does not work if user's Last Name has a space like "Dos Santos"
XTScf04649	1-80504324	Smart PRS login blocks every two times
XTScf04339	1-80053541	Problem with My IC event dashboard display with a vertical task bar
XTScf04264	1-79895193	Crash of My IC if the Tab key is pressed within the Call box
XTScf04251	1-79790931	OTUC error/ impossible to execute this action on this kind of joined piece
XTScf03828 XTScf01980	1-76302681	4980 in PCMM2 mode doesn't download lanpbx on external TFTP server
XTScf03466	1-78768331	Link to websoftphone is not ok for user with no dashboard right
XTScf02824	1-77771844	OTUC/Voice messages seen as empty : via TUI / PPR
XTScf02660	1-77440409	OTUC/save icon on alarm window does not work
XTScf02616	1-77347714	OTUC/OTS status interface - when clicking on HOME link -> error
XTScf02419	1-76737811	Bad display of German characters in the 4980 Toaster
XTScf02412	1-76658131	Unable to use IP address on Call server
XTScf02411	1-76657886	Unable to access the telephony application on IPTouch
XTScf02059	1-75749920	problem with create user XMLFWManagement
XTScf01969	1-76048693	External LDAP authentication not working after upgrade from 520
XTScf01814	1-76102081	dta down
XTScf01630	1-76136981	Could not enter in Teamwork Services application on IP Touch. An Application error was displayed.
XTScf01558	1-76095151	Unable to upgrade Exchange Plugins
XTScf00711	1-75598744	OTUC 5.0 Myphone : Crash of the ACAPI if 1 pabx node is down.
XTScf00684	1-75302059	Problem with dashboard Date and time format
XTScf00683	1-74812521	OTUC5 external authentication modul // ldaps does not work

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XTScf00341	1-75349601	No access every morning
XTSce99444	1-74786521	OTUC R5/WebAdmin: Service Online Help is not correctly displayed
XTSce99390	1-74756696	OTUC SERVER 5.0 : leak of the memory
XTSce99385	1-74690703	phoneset programming:no label of multiline/supervision keys on phoneset view
XTSce99384	1-74716090	OTUC5/MyPhone: sporadic crash of 4980 client during start within nomadic mode
XTSce99310	1-74653461	phoneset programming: title for key on add on module not taken into account
XTSce99186	1-74615291	MyPhone: German special characters are not correctly displayed /
XTSce99168	1-74615300	TUI MyMesaging:Access via TUI to Unified Messaging - personal greetings can not be changed
XTSce99167	1-74615729	OTUC5/Unable to configure the multi-device feature
XTSce99158	1-74610361	OTUC5/Supervision tool displays wrong information
XTSce99154	1-74610467	OTUC5/Problem with TUI password minimum length
XTSce99153	1-74615291	OTUC5/MyPhone: German special characters are not correctly displayed
XTSce98775	1-74370281	OTUC/When forwarded to "one number services", WebSoftphone displays "My Assistant activated"
XTSce98684	1-74334294	Supervision : open an authentication page
XTSce98642	1-74319551	Lost of noe application after upgrade
XTSce98589	1-74304401	Unable to configure a new mailserver
XTSce98262	1-74093259	CheckSystemLinux fails when trying to install OTUC R5

4.1.14 Known major issues from previous R4.x releases fixed in release 5.0.000.531:

Tracking ID	Siebel Service Request	Description
XTSce94978	1-69924838	MyPhone subscribe : an event OnCallState Unknown is sent
XTSce93276	1-71397181	Security issue: use of the PRS soap notification to access the call log of any user declared on OTUC
XTSce93249	1-69471415	OTUC R4.0 / update packages during server registration on RedHat
XTScf01456	1-72778406	Websoftphone blocked after call from an IPTouch set with secret ID activated
XTSce93801	1-69924838	MyPhone subscribe : an event OnCallState Unknown is sent
XTSce93795	1-69924838	MyPhone subscribe : an event OnCallState Unknown is sent

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